PRODUCT APPENDIX 1
SOFTWARE AND SUPPORT SUBSCRIPTIONS

产品附录 1
软件和支持订阅

This Product Appendix (including the attached Exhibits) governs your use of Software Subscriptions and Support Subscriptions. This Product Appendix does not apply to Red Hat managed, hosted or on-line subscription offerings. When we use a capitalized term without defining it in this Product Appendix, the term has the meaning defined in, either the Red Hat Enterprise Agreement set forth at http://www.redhat.com/agreements or, if applicable, a mutually signed agreement between Client and Red Hat. In the event of a conflict, inconsistency or difference between this Product Appendix and an Exhibit to this Product Appendix, the terms of the Exhibit control.

本产品附录（包括随附的附件）适用于贵方使用软件订阅和支持订。本产品附录不适用于红帽管理、托管或在线订阅商品/服务。我们使用的未在本产品附录中定义的术语，具有在 http://www.redhat.com/agreements 上规定的红帽企业协议中予以定义其含义，或在客户与红帽之间共同签署的协议（如适用））中定义的含义。如果本产品附录与本产品附录的附件有冲突、不一致或差异，以附件的条款为准。

Red Hat may modify this Product Appendix by posting a revised version at http://www.redhat.com/agreements, or by providing notice using other reasonable means. If you do not agree to the revised version then, (a) the existing Product Appendix will continue to apply to Red Hat Products you have purchased as of the date of the update for the remainder of the then-current Subscription term; and (b) the revised version will apply to any new purchases or renewals of Red Hat Products made after the effective date of the revised version.

红帽可通过在 http://www.redhat.com/agreements 发布修订版或以其他合理的方式提供通知，对本产品附录进行修改。如果贵方不同意经修改的版本，则 (a) 截至更新日期贵方已购买的红帽产品，将在当时的订阅期的剩余期限内继续适用现有的产品附录；且 (b) 在经修改的版本的生效日期之后对红帽产品的任何新的购买或续展，将适用经修改的版本。

This Product Appendix does not apply to generally available open source projects such as www.wildfly.org, www.fedoraproject.org, www.openstack.redhat.com, www.gluster.org, www.centos.org, okd.io, Ansible Project Software or other community projects.

本产品附录不适用于普遍可获得的开源项目，如 www.wildfly.org、www.fedoraproject.org、www.openstack.redhat.com、www.gluster.org、www.centos.org、okd.io、Ansible 项目软件或其他社区项目。

1. Subscription Services

1. 订阅服务

1.1 Unit Definitions. Fees for Subscription Services are determined by counting the Units and metrics associated with the applicable Red Hat Product. Table 1.1 below defines the various Units that are used to measure your use of Software Subscriptions. The specific Units that apply to the various Software Subscriptions are contained in the Order Form(s) applicable to your purchases and in the Exhibit(s).

1.1 订阅单位定义。订阅服务费用通过计算与适用的红帽产品相关的单位和计量标准确定。下表 1.1 定义了用于计量贵方使用的软件订阅的数量的各种单位。在贵方购买行为所适用的订单中以及在附件中包含了各种软件订阅所适用的具体单位。

Table 1.1

Unit	Software Subscription Unit Definitions
Certificate	a file that identifies the holder and enables the secure exchange of information that is generated or managed by the Software.
Cluster	a group of connected computing resources or devices intended to work together.
Core	a physical processing core located in a CPU or a virtual processing core within a virtual machine or supporting a container, in each case, that contains or executes the Software.
Core Band	a group of processing Cores (e.g. 2, 4, 16 or 64).
CPU	a central processing unit in a computer system.
Customer User	your and your Affiliates' third party end users with access to the Software.
Deployment	means an installation of a single Quay Enterprise registry using a single shared data store.
Employee User	your and your Affiliates' employee users acting on your behalf (including your independent contractors and those of your Affiliates) who are able to access the Software.
Full Time Equivalent or FTE	the sum of (a) the total number of full time faculty plus one third of the part time faculty and (b) the total number of full time staff plus one half of the part time staff.
GB of RAM	a gigabyte of processing memory that contains or executes the Software.
Peripheral Board	an acceleration or expansion board with a processing unit which contains or executes all or a portion of the Software.
Managed Node	each and every Node managed by the Software. **"Node"** means a Virtual Node, Physical Node, device or other instance of software.
Module	use of the Software to manage one System, Virtual Node or Physical Node.
Physical Node	a physical system which contains or executes all or a portion of the Software including, without limitation, a server, work station, laptop, blade or other physical system, as applicable.
Power IFL (Integrated Facility for Linux) including PowerVM	a processor core on an IBM Power system that is activated and contains or executes all or a portion of the Software.
Socket	a socket occupied by a CPU.

Socket-pair	up to two Sockets.
Storage Band	an amount of Storage (measured in terabytes "**TB**" and/or petabytes "**PB**"), where "**Storage**" is the total (absolute) capacity of storage available to each instance of the Software.
System	a system which contains or executes all or a portion of the Software including, without limitation, a server, work station, laptop, virtual machine, container, blade, node, partition, appliance or engine, as applicable.
System on a Chip or SOC(s)	a single integrated circuit that includes the major components of a computer and is generally recognized as a system on a chip.
System z IFL (Integrated Facility for Linux)	a mainframe CPU that is activated and contains or executes all or a portion of the Software.
vCPU	a CPU, in whole or in part, which is assigned to a virtual machine or container which contains or executes all or a portion of the Software.
Virtual Node or Virtual Guest	an instance of the Software executed, in whole or in part, on a virtual machine or in a container.

表 1.1

单位	**软件订阅** **单位定义**
证书	用于识别持有者、并实现软件生成或托管的信息的安全交换的文件。
集群	一组旨在协同工作的互联计算资源或设备。
核心	位于 CPU 中的实体处理核心，或位于虚拟机内或支持容器的虚拟处理核心，并且在这两种情况下，都包含或执行软件。
核心频带	一组处理核心（如 2、4、16 或 64）。
CPU	计算机系统的中央处理单元
客户用户	有权访问软件的、贵方及贵方关联方的第三方最终用户。
部署	表示使用单个共享数据商店安装单个 Quay Enterprise 注册表。
员工用户	代表贵方行事的、能够访问软件的、贵方和贵方关联方的员工用户（包括贵方和贵方关联方的独立承包商）。
全职人力工时或 FTE	下列两数之和：(a) 全职教员加上兼职教员三分之一的总数，以及 (b) 全职职员加上兼职职员一半的总数。
RAM 的 GB	包含或执行软件之处理内存的千兆字节。
外围板	带有处理单元的加速板或扩展板，其中包含或执行全部或部分软件。
受管节点	软件管理的各个或每个节点。**"节点"**指虚拟节点、物理节点、设备或其他软件实例。
模块	使用软件来管理一个系统、虚拟节点或物理节点。
物理节点	包含或执行全部或部分软件的物理系统，包括但不限于服务器、工作站、笔记本电脑、刀片或其他物理系统（视具体情况而定）。
Power IFL（Linux 集成设施），包括 PowerVM	被激活并包含或执行全部或部分软件的、IBM Power 系统上的处理器核心。
插槽	被 CPU 占用的插槽。
插槽对	最多两个插槽。
储存频带	储存量（以万亿字节"**TB**"和/或千万亿字节"**PB**"为单位），其中"**储存**"指每个软件实例可用的总（绝对）储存容量。
系统	包含或执行全部或部分软件的系统，包括但不限于服务器、工作站、笔记本电脑、虚拟机器、容器、刀片、节点、分区、设备或引擎（视具体情况而定）。
单片系统或 SOC	单个集成电路，包括电脑的主要组成部分，通常被认为是一块芯片上的系统。
System z IFL（Linux 集成设施）	被激活并包含或执行全部或部分软件的大型机 CPU。
vCPU	CPU 的全部或一部分，其被分配给包含或执行全部或部分软件的虚拟机器或容器。
虚拟节点或虚拟客户机	全部或部分在虚拟机上或在容器中执行的软件实例。

1.2 Use of Subscription Services.

(a) **Basis of the Fees.** While you have Subscriptions entitling you to receive Subscription Services for a Red Hat Product, you are required to purchase the applicable Software Subscriptions and Support Subscriptions in a quantity equal to the total number and capacity of Units of that Red Hat Product from the commencement of your use or deployment of such Red Hat Product(s). For Add-On Subscriptions, you must purchase a quantity equal to the total number and capacity of Units that receive the associated Subscription Services. For purposes of counting Units, Units include (a) non-Red Hat Products if you are using Subscription Services to support or maintain such

1.2 使用订阅服务。

(a) **费用依据。**虽然贵方的订阅使贵方有权接收红帽产品的订阅服务，但自贵方开始使用或部署该红帽产品起，贵方须购买数量等于该红帽产品之单位总数量和容量的相关软件订阅和支持订阅。对于附加订阅，贵方必须购买与接收相关订阅服务的单位总数和容量相等的数量。就单位的计算而言，单位包括 (a) 非红帽产品（如果贵方使用订阅服务来支持或维护该等非红帽产品），以及 (b) 红帽商标和/或标识文件被移除的软件版本或拷贝。费用为订阅服务费；没有与 Red Hat 软件许可证相关的费用。红帽通用基本镜像的实例本身不被视

non-Red Hat Products and (b) versions or copies of the Software with the Red Hat trademark(s) and/or logo file(s) removed. The fees are for Subscription Services; there are no fees associated with the Red Hat Software licenses. An instance of a Red Hat Universal Base Image by itself (e.g., not combined or used with Red Hat Products) is not considered a Unit unless such instance receives or uses Subscription Services.

为单位，除非该实例接收或使用订阅服务或与我们合并或与红帽产品一起使用。

(b) **Supported Use Cases.** Subscription Services are provided for a Red Hat Product only when the Software is used for Supported Use Cases as described in the table below and the Exhibits to this Product Appendix. The Supported Use Cases associated with a Red Hat Product also determine the type of Subscription that is required. If your use of any aspect of the Subscription Services is contrary to or conflicts with a Supported Use Case, you are responsible for purchasing the appropriate Subscriptions to cover such usage. For example, if you are using a Red Hat Enterprise Linux Desktop Subscription on a System that is a server, you are obligated to purchase Red Hat Enterprise Linux Server Subscription Services.

(b) **有支持服务的用例。**仅当红帽产品用于下表和本产品附录的附件所述的有支持服务的用例时，才会为红帽产品提供订阅服务。与红帽产品相关的有支持服务的使用案例也决定了所需的订阅类型。如果贵方对订阅服务任何方面的使用与有支持服务的使用案例相悖或相冲突，则贵方有责任购买相应的订阅以覆盖该等使用。例如，如果贵方在作为服务器的系统上使用 Red Hat Enterprise Linux Desktop 订阅，则贵方须购买 Red Hat Enterprise Linux Server 订阅服务。

Table 1.2(b): Supported Use Cases

Use Case Name	Supported Use Case	Hardware Capacity Limitations and Examples
Edge Server	Supported only for server class hardware used for distributed computing, excluding deployments in a data center, purpose built hosting facility or public cloud.	Physical and virtual server class instances, typically connected to data sources from endpoints or gateways and optionally connected to cloud and data center resources. Server class hardware and systems with up to 1-2 physical sockets, more than 8 cores per socket, over 32G of memory.
Edge Gateway	Supported only for non-server class hardware used for distributed computing, typically connecting to endpoint systems and devices to aggregate them. Gateways provide a secure bi-directional interconnect between the IT enterprise datacenter and to the individual endpoint devices via one or multiple cloud- cellular- LAN or WiFi connections. Excludes deployments in a data center, purpose built hosting facility or public cloud.	Devices include non-server hardware such as the Intel NUC with mobile or desktop class processors, Intel Celeron & i3 - i7 CPUs.
Edge Endpoint	Supported for non-server class hardware at the endpoint with lightweight, low cost, single purpose devices such as systems on chip or module, connecting internet of things ("**IoT**") and other sensor and data gathering systems. Excludes deployments in a data center, purpose built hosting facility or public cloud.	Devices include single purpose system on chip ("**SoC**"), system on module ("**SoM**") boards, Atom class processors directly receiving input from a data generating source(s) including human interfacing devices such as kiosks and retail POS devices.
Disaster Recovery	Supported only on Systems or Physical Nodes used intermittently for disaster recovery purposes such as systems receiving periodic backups of data from production servers, provided those disaster recovery systems have the same Service Levels (as set forth in the Subscription Appendix, Section 2.4(d)) and configurations (e.g. Socket-pairs, Virtual Guests, Cores). The Disaster Recovery Use Case does not include the execution of active workloads.	Not applicable.
Backup and Archival	Supported only for Software used for backup or archival purposes.	Off-line storage devices.
Developer Support for Teams	Solely to support the Software contained in the Red Hat Developer Support for Teams Subscription for Development Use.	Not applicable.
AI/ML	Solely to support applications that (a) include or access a data warehouse and (b) use techniques which learn or create logic by analyzing large data sets.	Not applicable.
Migration	Supported for temporary scenarios where Client is (a) transitioning from an unsupported technology to a standard Red Hat Product, or (b) upgrading from one version of a Red Hat Product to a newer version of a Red Hat Product.	Not applicable.
Add-on Subscriptions	Supported only on active Standard and Premium level base Subscriptions (e.g. Red Hat Enterprise Linux Server Software Subscriptions and Red Hat OpenShift Container Platform).	Not applicable.

Academic	Supported only for use by qualified academic institutions for teaching and learning purposes that consist of (a) faculty, staff, or student laptops or desktops for personal and academic use, (b) computer labs available to faculty, staff, and students for general education use, (c) classroom desktops, (d) laboratories for technical and research use and/or (e) laboratories for software development use. Red Hat Enterprise Linux – Academic Edition is not supported when used for any purpose other than as described in (a) – (e) above. Qualified academic institutions must be accredited by a national accreditation agency (e.g. the United States accreditation is located at http://ope.ed.gov/accreditation/Search.aspx). **Note:** When you use Red Hat Enterprise Linux – Academic Edition for non-qualified academic purposes as described above, standard Red Hat Enterprise Linux subscription rates apply.	Minimum of one thousand (1,000) FTEs
High Performance Computing (HPC)	Supported only for high performance computing ("**HPC**") that consists of a Cluster with all of the following characteristics: (a) the Cluster is used for compute-intensive distributed tasks sent to individual compute nodes within the Cluster, (b) the Cluster works as a single entity or system on specific tasks by performing compute-intensive operations on sets of data (Systems running a database, web application, load balancing or file serving Clusters are not considered HPC nodes), (c) the number of management or head nodes does not exceed one quarter of the total number of nodes in the Cluster and (d) all compute nodes in the Cluster have the same Red Hat Enterprise Linux configuration. When Red Hat Enterprise Linux for HPC Head Nodes (an optional Software Subscription for management of compute nodes) is combined with Red Hat Enterprise Linux for HPC Compute Nodes Software Subscriptions for the compute nodes in the same Cluster, the compute node inherits the Service Level (as set forth in Section 2.3(d) of the Product Appendix) of the Head Node.	Minimum of four (4) Physical Nodes per Cluster
Grid	Supported only in a compute Grid where a "**Grid**" means a Cluster with the following characteristics: (a) all the nodes in the Cluster have the same Red Hat Enterprise Linux configuration, (b) the Cluster is running a single application or is controlled by a single job scheduler, (c) the workloads are sent to the Cluster by a job scheduler, (d) the workloads are maintained in a single distributed application across the Cluster, (e) the workloads are non-interactive, and (f) the production outage of the Cluster is defined as 30% of the nodes in Cluster being unable to run the workload. This Supported Use Case does not include nodes running databases, web applications, load balancing, or file services.	Minimum of fifty (50) Socket-pairs per Cluster

表 1.2(b)：有支持服务的用例

用例名称	有支持服务的用例	硬件容量限制和示例
边缘服务器	仅对用于分布式计算的服务器类硬件受支持，不包括在数据中心、专用托管设施或公共云中的部署。	通常从端点或网关连接到数据源，也可能连接到云和数据中心资源的物理和虚拟服务器类实例。拥有不超过 1-2 个物理插槽，每个插槽有 8 个以上核心，且内存超过 32G 的服务器类硬件和系统。
边缘网关	仅对用于分布式计算的非服务器类硬件受支持，此类硬件通常连接到端点系统和设备，以将其聚合起来。网关通过一个或多个云-手机网络-LAN 或 WiFi 连接，在 IT 企业数据中心与个人端点设备之间提供安全的双向互连。不包括在数据中心、专用托管设施或公共云中的部署。	设备包括非服务器硬件，如拥有移动或桌面类处理器、Intel Celeron 和 i3 - i7 CPU 的 Intel NUC。
边缘端点	通过连接物联网 (**IoT**) 和其他传感器与数据采集系统的轻量化、低成本、专用设备（如片上系统或系统模块）支持位于端点的非服务器类硬件。不包括在数据中心、专用托管设施或公共云中的部署。	设备包括直接从数据生成来源（包括人机接口设备，如自助服务终端和零售 POS 服务）接收输入的专用片上系统（"**SoC**"）、系统模块（"**SoM**"）板、Atom 类处理器。
灾难恢复	仅在间歇用于灾难恢复目的的系统或物理节点上获得支持，例如从生产服务器接收定期数据备份的系统，前提是	不适用。

	该等灾难恢复系统具有相同的服务级别（见订阅附录第 2.4(d) 节）和配置（例如插槽对、虚拟客户机、核心）。灾难恢复用例不包括执行活动工作负载。	
备份和存档	仅支持用于备份和存档目的的软件。	离线存储设备。
面向团队的开发人员支持	仅支持用于开发用途的“面向团队的红帽开发人员支持”订阅中包含的软件。	不适用。
AI/ML	仅支持下述应用：(a) 包括或访问数据仓库，并 (b) 使用通过分析大数据集学习或创建逻辑的技术。	不适用。
迁移	支持客户(a)从不受支持的技术迁移到标准红帽产品，或(b)从红帽产品的一个版本升级到红帽产品的新版本的临时场景。	不适用
附加订阅	仅在有效的标准级和高级基础订阅（例如 Red Hat Enterprise Linux Server 软件订阅和 Red Hat OpenShift Container Platform）上受支持。	不适用。
学术	仅在合格的学术机构用于教学目的时获得支持，包括 (a) 教员、职员或学生用于个人和学术用途的笔记本电脑或台式机；(b) 可供教员、职员和学生用作一般教育用途的机房；(c) 教室中的台式机；(d) 用于技术和研究用途的实验室；和/或 (e) 用于软件开发用途的实验室。Red Hat Enterprise Linux – Academic Edition 用于上述 (a)-(e) 以外的任何用途时不受支持。合格的学术机构必须获得国家认证机构的认证（例如，美国认证见 http://ope.ed.gov/accreditation/Search.aspx）。**注意**：如果贵方将 Red Hat Enterprise Linux - Academic Edition 用于上述非合格的学术目的，则适用标准的 Red Hat Enterprise Linux 订阅费率。	至少有一千 (1,000) FTE
高性能计算 (HPC)	仅就由具有以下所有特征的集群组成的高性能计算 (**HPC**) 获得支持：(a) 集群用于发送到集群内个别计算节点的计算密集型分派任务；(b) 通过在数据集上执行计算密集型操作，集群在特定任务上作为单个实体或系统工作（运行数据库、Web 应用、负载平衡或文件服务集群的系统不被视为 HPC 节点）；(c) 管理或头节点的数量不超过集群中节点总数的四分之一；(d) 集群中的所有计算节点具有相同的 Red Hat Enterprise Linux 配置。当 Red Hat Enterprise Linux for HPC Head Nodes（用于管理计算节点的可选软件订阅）与同一集群中计算节点的 Red Hat Enterprise Linux for HPC Compute Nodes 软件订阅相结合时，计算节点将继承头节点的服务级别（见产品附录第 2.3(d) 节）。	每个集群最少四 (4) 个物理节点
网格	仅在计算网格中获得支持，其中“**网格**”指具有以下特征的集群：(a) 集群中的所有节点都具有相同的 Red Hat Enterprise Linux 配置；(b) 集群运行单个应用或由单个作业调度程序控制；(c) 工作负载通过作业调度程序发送到集群；(d) 工作负载在集群中维持在单一分布的应用；(e) 工作负载是非交互式的；并且 (f) 集群的生产中断被定义为集群中 30% 的节点不能运行工作负载。此类有支持服务的用例不包括运行数据库、Web 应用、负载平衡或文件服务的节点。	每个集群最少五十 (50) 个插槽对

(c) **Development and Production Uses.** This Section 1.2(c) describes four types of Activities (Demonstration Activities; Individual Coding and Testing Activities; Multi-User Development, Test and Integration Activities; and Deployment Activities). As described in Table1.2(c), each of the Activities is categorized as either a Development Use or a Production Use, based on the Red Hat Product to which the Activities are associated. “**Development Use**" consists of the Activities set forth in Table 1.2(c) below based on the Red Hat Product lines; and also includes creating software that functions as an extension to or an integration with a Red Hat Product (e.g. OpenShift operator or Ansible integrations). “**Production Use**” consists of those Activities identified as Production set forth in the Table below and any use other than for Development Use. These defined terms are used in numerous Red Hat Product Use Cases in the attached Exhibits. Notwithstanding anything to the contrary, Development Use and Production Use both exclude Unauthorized Subscription Services Uses (defined in Section 1.2(h) below.

(c) **开发和生产使用。**第 1.2(c) 节描述了四种活动（演示活动；个人编码和测试活动；多用户开发、测试和集成活动；以及部署活动）。如表 1.2(c) 中所述，各活动根据与其关联的红帽产品而被分类为开发用途或生产用途。根据红帽产品系列，“**开发使用**”由下表 1.2(c) 中所述的活动组成；另外还包括作为红帽产品扩展或集成的创建软件（如 OpenShift 运算符或 Ansible 集成）。“**生产用途**”包括被确定为下表中所述生产的活动，以及除开发用途以外的任何其他用途。这些定义的术语用于随附附件中的多个红帽产品用例。不管有何相反说明，开发用途和生产用途都不包括未经授权的订阅服务使用（在下文第 1.2(h) 节中定义）。

Table 1.2(c): Development and Production Uses

Red Hat Product line	Development Use vs Production Use			
	Demonstration Activities	**Individual Coding and Testing Activities**	**Multi-User Development,-Test and Integration Activities**	**Deployment Activities**
Red Hat Enterprise Linux and associated products (Exhibit 1.A)	Development Use	Development Use	Development Use	Production Use
All other Red Hat Products (Exhibits 1.B, 1.C, and 1.D)	Development Use	Development Use	Production Use	Production Use

表 **1.2(c)**：开发和生产用途

红帽产品系列	开发用途与生产用途			
	演示活动	个人编码和测试活动	多用户开发、测试和集成活动	部署活动
Red Hat Enterprise Linux 及关联产品（附件 1.A）	开发用途	开发用途	开发用途	生产用途
所有其他红帽产品（附件 1.B、1.C 和 1.D）	开发用途	开发用途	生产用途	生产用途

(d) **Support Levels.** You agree not to use Software Subscriptions with support service levels, such as Standard and/or Premium, (as described in Section 2.4(c) below) higher than the support levels (e.g. Self-support and/or Standard) you have purchased. For example, Clusters of systems all require the highest level support for that given Cluster.

(d) **支持级别。**贵方同意不使用支持服务级别高于贵方已购买的支持级别（例如自服务和/或标准级）的软件订阅，例如标准级和/或高级（如以下第 2.4(c)条所定义）。例如，所有系统集群都需要对于该指定集群而言最高级别的支持。

(e) **Transferring Subscriptions.** You may transfer, migrate or otherwise move Software Subscriptions provided you are accountable for the number and types of Units associated with the Software Subscriptions.

(e) **转移订阅。**贵方可转移、迁移或以其他方式移动软件订阅，但贵方须对与软件订阅相关的单位数量和类型负责。

(f) **Scope of Use of Subscription Services.** The Agreement (including pricing) is premised on the understanding that you will use Subscription Services only for your internal use (which may include Affiliates). Your internal use may include running a web site and/or offering your own software as a service, provided that such use (a) does not include a distribution, sale or resale of any of the Subscription Services and (b) provides as the primary component of the web site or service a material value added application other than the Subscription Services. However, providing the Subscription Services to, or using them for the benefit of, a third party (for example, using Subscription Services to provide hosting services, managed services, Internet service provider (ISP) services, or third party access to or use of the Subscription Services) is a material breach of the Agreement. Subscription Services may be used by third parties acting on your behalf, such as contractors or outsourcing vendors provided. You (i) are fully responsible for the activities and omissions of the third parties acting on your behalf and (ii) in the case of a migration to a third party cloud or hosting provider, are qualified for and comply with the terms of the Red Hat Cloud Access program as set forth in Section 3 below.

(f) **订阅服务的使用范围。**本协议（包括定价）是基于下列理解：订阅服务将仅供贵方的内部使用（可包括关联方）。贵方的内部使用可包括运行网站和/或作为一种服务提供贵方自己的软件，但该等使用 (a) 不包括分发、销售或转售任何订阅服务，且 (b) 提供除订阅服务以外的重要增值应用，作为网站或服务的主要组成部分。但是，向第三方提供订阅服务，或为了第三方的利益而使用订阅服务（例如，将订阅服务用于提供主机服务、受管服务、互联网服务提供商 (ISP) 服务，或第三方访问或使用订阅服务）是对本协议的重大违反。订阅服务可由代表贵方行事的第三方使用，例如承包商或外包卖方，但前提是贵方 (i) 对代表贵方行事的第三方的作为和不作为负有全部责任，且 (ii) 在向第三方云或主机供应商进行迁移的情况下，贵方符合并遵守下文第 3 条所述的红帽云接入计划的条款。

(g) **Unauthorized Use of Subscription Services.** Any unauthorized use of the Subscription Services is a material breach of the Agreement. Unauthorized use of the Subscription Services includes: (a) only purchasing or renewing Subscription Services based on some of the total number of Units, (b) splitting or applying one Software Subscription to two or more Units, (c) providing Subscription Services (in whole or in part) to third parties, (d) using Subscription Services in connection with any redistribution of Software or (e) using Subscription Services to support or maintain any non-Red Hat Software products without purchasing Subscription Services for each such instance (collectively, "**Unauthorized Subscription Services Uses**").

(g) **未经授权使用订阅服务。**任何未经授权使用订阅服务的行为，均是对本协议的重大违反，未经授权的使用订阅服务的行为包括 (a) 仅根据单位总数的一部分购买或续展订阅服务，(b) 拆分或应用一个软件订阅于两个或多个单位，(c) 向第三方提供（全部或部分）订阅服务，(d) 将订阅服务用于软件的任何再次分发，或 (e) 将订阅服务用于支持或维护任何非红帽软件产品，而未为每个该等实例购买订阅服务（统称为"**未经授权订阅服务使用**"）。

1.3 **Subscription Start Date.** Unless otherwise agreed in an Order Form, Subscription Services will begin on the earlier of the date you purchase or first use the Subscription Services.

1.3 **订阅开始日期。**除非订单中另有约定，订阅服务将自贵方购买或首次使用订阅服务之日（以较早发生者为准）开始。

1.4 **End User and Open Source License Agreements.** The Red Hat Software is governed by the End User License Agreements ("EULAs") set forth at www.redhat.com/agreements. Software Subscriptions and Subscription Services are term-based and

1.4 **最终用户和开源许可协议。**红帽软件适用 www.redhat.com/agreements 规定的最终用户许可协议（"EULA"）。软件订阅和订阅服务是按照期限提供的，如果不续展，将会到期。本协议规定了与订阅服务相关的权利和

will expire if not renewed. This Agreement establishes the rights and obligations associated with Subscription Services and is not intended to limit your rights to software code under the terms of an open source license.

义务，且无意限制贵方在开源许可条款项下对软件代码享有的权利。

1.5 Red Hat Software Subscription Bundles. Red Hat offers combinations of Software Subscriptions with complementary feature sets and price discounts ("**Bundle(s)**"). The basis of the fees for these Bundles is the combined use of such Software Subscriptions on a single Unit. When any of the combined Software Subscriptions are used independently from the Bundle, the fees for such independent usage will be Red Hat's standard fees associated with the Unit for the particular Software Subscription.

1.5 红帽软件订阅包。红帽提供带有免费功能集和价格折扣的软件订阅组合（"**包**"）。该等包的费用以该等软件订阅在单个单位上的组合使用为依据。当任何被组合的软件订阅独立于包使用时，该等独立使用的费用将是与特定软件订阅之单位相关的红帽标准费用。

1.6 Usage Related Information. As part of the Subscription Services, information related to use of the Software may be transmitted to Red Hat. That information may be used for purposes of providing support and upgrades, optimizing performance or configuration, minimizing service impacts, identifying and remediating threats, troubleshooting, improving the offerings and user experience, responding to issues and for billing purposes pursuant to the Agreement. Additional details related to the type of information collected and the methods by which you may opt out of the data collection are provided in the specific Red Hat Product documentation.

1.6 使用相关信息。作为订阅服务的一部分，可将与软件使用相关的信息传输给红帽。这些信息可能用于提供支持和升级、优化性能和配置、最大限度减少服务影响、识别并补救威胁、排除故障、改进产品和用户体验、响应问题，以及根据本协议进行计费等目的。与所收集信息的类型和贵方选择退出数据收集的方式相关的附加详细信息在特定的红帽产品文档中提供。

2. Subscription Service Support Terms

2. 订阅服务支持条款

2.1 Trials and Evaluations. Red Hat may offer Trial and/or Evaluation Subscriptions for trial or evaluation purposes and not for Production Use. Trial or Evaluation Subscriptions may be provided with limited or no support and/or subject to other limitations. If you use the Trial or Evaluation Subscription(s) for any purpose other than trial or evaluation, you are in violation of this Agreement and are required to pay the applicable subscription fees for such use in accordance with Section 1 above, in addition to any and all other remedies available to Red Hat.

2.1 试用和评估。红帽可以为试用和/或评估之目的提供试用或评估订阅，而不是为了生产用途而提供。试用或评估订阅的提供可能附带有限的支持或没有支持和/或受到其他限制的约束。如果贵方将试用或评估订阅用于试用或评估以外的任何目的，则贵方即违反了本协议，并且须按照上文第 1 条的规定支付与该等使用相关的订阅费用，作为红帽可获得的一切其他救济的补充。

2.2 Developer Subscriptions. Red Hat may offer Developer Subscriptions for Development Use and not for Production Use. Developer Subscriptions may be provided with limited or no support and/or subject to other limitations. If you use the Developer Subscription(s) for any purpose other than Development Use, you are in violation of this Agreement and are required to pay the applicable subscription fees for such use in accordance with Section 1 above, in addition to any and all other remedies available to Red Hat.

2.2 开发人员订阅。红帽可提供用于开发用途而非生产用途的开发人员订阅。开发人员订阅的提供可能附带有限的支持或没有支持和/或受到其他限制的约束。如果贵方将开发人员订阅用于除开发用途外的任何其他目的，即属于违反本协议，并且贵方须就该等使用支付上文第 1 节规定的相应订阅费用，作为红帽可获得的一切其他救济的补充。

2.2.1 Red Hat Developer Subscription for Teams. Red Hat Developer Subscription for Teams provides access to Software for numerous Red Hat Products (excluding Red Hat OpenShift Container Platform), on a self-supported basis only for Development Use on up to 25,000 Physical or Virtual Nodes. You may purchase Support Add-ons for certain Red Hat Products contained in the Red Hat Developer Subscription for Teams. If you provide Red Hat with personal information in the form of a list(s) to create accounts on a batch or bulk basis, you represent to Red Hat that you have the required consents of the individuals on such lists to be added to the appropriate Red Hat systems.

2.2.1 面向团队的红帽开发人员订阅。"面向团队的红帽开发人员订阅"提供至多种红帽产品（不包括 Red Hat OpenShift Container Platform）软件的接入，以自助方式且仅用于不超过 25,000 个物理或虚拟节点的开发用途。贵方可为"面向团队的红帽开发人员订阅"中包含的某些红帽产品购买支持附加订阅。如果贵方以名单的形式向红帽提供个人信息以批量或大量创建账户，贵方向红帽生命，贵方已获得该名单上的个人的同意，可将其添加到适当的红帽系统中。

2.3 Support from a Business Partner. If you purchase Software Subscriptions that include support provided by an authorized Red Hat Business Partner (not by Red Hat) then Section 2.4 does not apply to you and you should work with your Business Partner to obtain support services. Section 2.4 only applies if you have purchased Software Subscriptions with Support provided by Red Hat.

2.3 业务合作伙伴提供的支持。如果贵方购买的软件订阅包括经授权的红帽业务合作伙伴（而非红帽）提供的支持，则贵方不适用第 2.4 条，且贵方应与贵方的业务合作伙伴合作以获得支持服务。仅当贵方已购买由红帽提供支持的软件订阅时，第 2.4 条才适用。

2.4 Support from Red Hat.

(a) **Development Support.** Certain Software Subscriptions include Development Support. “**Development Support"** consists of assistance with architecture, design, development, prototyping, installation, usage, problem diagnosis and bug fixes, in each case, for the applicable Software when used for Development Use. Requests for deployment and maintenance assistance and/or assistance for Production Use are not included within the scope of Development Support, but may be available on a consulting basis under the terms of a separate agreement.

(b) **Production Support.** Certain Software Subscriptions include Production Support. “**Production Support**” consists of assistance with installation, application testing, usage, problem diagnosis and bug fixes, in each case, for the applicable Software when used for Production Use. Production Support does not include assistance with (i) code development, system design, network design, architectural design, optimizations, tuning recommendations, development or implementation of security rules or policies, (ii) third party software made available with Red Hat Software, (iii) software on the supplementary, optional or Extra Packages for Enterprise Linux (“**EPEL**”) channels or (iv) preview technologies.

(c) **Support Coverage.** Support is provided in the English language but may be available in other languages based on available resources. Red Hat does not provide support for (a) any underlying infrastructure or for any third party products; (b) Software that (i) you (or a third party) have modified or recompiled, (ii) is running on hardware or platforms that are not Supported Configurations or (iii) is not running in its Supported Use Case. You are responsible for testing the Software before deploying it in your environment, backing up your systems on a regular basis and having those backups available if needed for support purposes. Except as otherwise expressly stated, Support does not include data migration or data recovery support. Unless otherwise agreed in writing, Support does not include remote access by Red Hat personnel to your network and/or systems.

(d) **Service Level Guidelines.** Red Hat will use commercially reasonable efforts to provide Support at one or more of the following support levels, depending on the Red Hat Product: Self-support (limited offering), Standard or Premium, as set forth at https://access.redhat.com/support/offerings/production/sla.

(e) **Obtaining Support.** To receive Support, you must provide Red Hat with sufficient information to validate your entitlement to the relevant Support. Certain Support is provided only during Red Hat’s local standard business hours. You may contact Red Hat through your designated Support Contacts. You may designate up to the number of contacts described at https://access.redhat.com/support/offerings/production/contacts.

2.5 Software Subscription Lifecycle. During the life cycle of Software, the scope of Software Maintenance and Support evolves and, after a number of years, we discontinue Software Maintenance and Support for older versions of Software. The life cycle for Software Maintenance and Production is described at https://access.redhat.com/support/policy/update_policies.html and in applicable Exhibit(s). For certain versions of Software, you may purchase Extended Update Support (“**EUS**”) and/or Extended Life Cycle Support (“**ELS**”) Add-On Subscription(s) to extend your Subscription Services as further described at https://access.redhat.com/support/policy/updates/errata/.

3. Cloud Access: Deploying Software Subscriptions in a Public Cloud

3.1 Enabling Eligible Subscriptions for use in a Public Cloud. You may deploy Red Hat Software Subscriptions in a Vendor’s Cloud under the Cloud Access program if you have a sufficient number of Software Subscriptions, provided such Software Subscriptions do not have Units that are solely based on physical attributes as further described at the Red Hat Subscription Management Customer Portal

2.4 红帽提供的支持。

(a) **开发支持。**某些软件订阅包括开发支持。“**开发支持**”包括协助架构、设计、开发、原型开发、安装、使用、问题诊断和漏洞修复，每种情况均针对适用的软件用于开发用途之时。为获得部署和维护方面的协助和/或有关生产用途之协助而提出的请求，不包含在开发支持的范围内，但可按照另行协议的条款在咨询的基础上提供。

(b) **生产支持。**某些软件订阅包括生产支持。“**生产支持**”包括协助安装、应用测试、使用、问题诊断和漏洞修复，每种情况均针对适用的软件用于生产用途之时。生产支持不包括以下方面的协助：(i) 代码开发、系统设计、网络设计、架构设计、优化、调优建议、安全规则或政策的编制或实施，(ii) 与红帽软件一同提供的第三方软件，(iii) 补充频道、可选频道或 Extra Packages for Enterprise Linux（“**EPEL**”）频道上的软件，或 (iv) 预览技术。

(c) **支持覆盖。**支持以英语提供，但可根据可用资源以其他语言提供。红帽就以下各项不提供支持：(a) 任何底层基础设施或任何第三方产品；(b) (i) 贵方（或第三方）已修改或重新编译的软件；(ii) 在不属于有支持服务的配置的其他硬件或平台上运行的软件；或 (iii) 未在其有支持服务的使用案例中运行的软件。贵方负责在将软件部署到贵方环境之前测试软件、定期备份贵方的系统以及在需要时提供该等备份以供支持之用。除非另有明确说明，支持不包括数据迁移或数据恢复支持。除非另有书面约定，支持不包括由红帽人员远程访问贵方网络和/或系统。

(d) **服务级别指引。**红帽将尽商业上合理的努力，视红帽产品而定在下列一个或多个支持级别提供支持：自服务（有限提供）、标准级或高级，具体见 https://access.redhat.com/support/offerings/production/sla。

(e) **获得支持。**为获得支持，贵方必须向红帽提供足够的信息以验证贵方有权获得相关支持。某些支持仅在红帽的当地标准工作时间内提供。贵方可通过贵方的指定支持联系人与红帽联系。贵方可指定不超过 https://access.redhat.com/support/offerings/production/contacts 所述数量的联系人。

2.5 软件订阅生命周期。在软件的生命周期内，软件维护和支持的范围不断变化，并且在数年之后，本公司停止对旧版软件提供软件维护和支持。软件维护和生产的生命周期见 https://access.redhat.com/support/policy/update_policies.html 和适用的附件。对于某些软件版本，贵方可购买延长更新支持 (“**EUS**”) 和/或延长生命周期支持 (“**ELS**”) 附加订阅，以延长贵方的订阅服务（进一步说明见 https://access.redhat.com/support/policy/updates/errata/）。

3. 云接入：在公共云中部署软件订阅

3.1 启用符合条件的订阅以供在公共云中使用。如果贵方有足够数量的软件订阅，贵方可以根据云接入计划在卖方云中部署红帽软件订阅，前提是此类软件订阅不包含仅基于物理属性的单位（如红帽订阅管理客户门户网站 https://access.redhat.com/management/cloud所详述）。部署软件订阅以供在卖方云中使用，并不改变原始软件订阅的起始

(https://access.redhat.com/management/cloud). The deployment of Software Subscription(s) for use in a Vendor's Cloud does not change the start date or the duration of the original Software Subscription(s). This means that when your Software Subscription expires, your access to the Software Subscription deployed in the Vendor's Cloud will cease, unless renewed.

日期或有效期。这意味着，除非续期，否则当贵方的软件订阅到期时，贵方对卖方云中部署的软件订阅的访问权将终止。

3.2 **Cloud Usage Reporting.** You consent to a Vendor reporting to Red Hat your usage of Red Hat Software Subscriptions in the Vendor's Cloud.

3.2 **云使用报告。**贵方同意卖方向红帽报告，贵方在卖方的云中对红帽软件订阅的使用情况。

3.3 **Public Cloud Terms of Service.** Through the Cloud Access program, you may obtain access to Software images and/or updates to the Software, if and when available, either (a) via new images obtained from the Vendor's Cloud or (b) from a Red Hat Portal. Certain information (such as Software related notices) may only be available to you via the Red Hat Portal. Payments to Red Hat for Software Subscriptions do not include any fees that may be due to the Vendor for the Vendor's Cloud services. Red Hat is not a party to your agreement with the Vendor and is not responsible for providing access to the Vendor's Cloud or performing any other obligations of the Vendor. The Vendor is solely responsible and liable for the Vendor's Cloud. Red Hat may have a support relationship with the Vendor that enables Red Hat and the Vendor to collaborate and you consent to Red Hat and the Vendor sharing information for the purpose of providing Services including your Software Subscriptions and related Support. Red Hat will provide Support to you for each Eligible Subscription pursuant to this Agreement. Certain software components or functionality of the Software contained in the original Software Subscription (or Add-on Subscription) may not be available or supported when used in the Vendor's Cloud.

3.3 **公共云服务条款。**通过云接入计划，贵方可 (a) 通过从卖方的云获得的新镜像或 (b) 从红帽门户，获得对软件镜像和/或软件更新的访问（倘若并且当其可获得时）。某些信息（如与软件相关的通知）只能通过红帽门户向贵方提供。向红帽支付的与软件订阅相关的款项，不包括应向卖方支付的、与卖方的云服务相关的任何费用。红帽不是贵方与卖方达成的协议的一方，也不负责提供对卖方的云的访问或履行卖方的任何其他义务。卖方应对卖方的云负有全部责任。红帽可与卖方有支持关系，以使红帽与卖方能够相互合作，而且贵方同意红帽与卖方共享信息，以提供服务，包括贵方的软件订阅和相关支持。红帽将按照本协议的规定，就每项有资格的订阅向贵方提供支持。当在卖方的云中使用时，原始软件订阅（或附加订阅）中包含的某些软件组件或软件功能可能不可用或不享受支持服务。

3.4 **Vendor Specific Services**. Vendors may offer other services, offerings or commitments related to their Clouds, which may include the provision of services by US only personnel, compliance with various legal regimes or other Vendor Cloud specific obligations. Notwithstanding what may be offered by a Vendor, the Software Subscriptions are not provided subject to the terms of those Vendor offerings, and any Vendor offerings solely related to the Cloud itself and not to the Software Subscriptions operated on the Cloud. As between Red Hat and you, you are solely responsible for complying with any applicable export laws or regulations related to your use of the Software Subscriptions and you agree not to transmit information, data or technology governed by the International Traffic in Arms Regulations to Red Hat in the course of your use of the Software Subscriptions.

3.4 **卖方的特定服务**。卖方可能提供与卖方云相关的其他服务、商品或承诺，其中可能包括仅由美国人员提供服务、遵守各种法律制度或其他卖方云特定的义务。尽管卖方可能会提供项目，但不根据卖方商品的条款提供软件订阅，而且任何卖方商品均仅与云本身有关，而与在云上运行的软件订阅无关。在 Red Hat 和贵方之间，贵方完全负责遵守与贵方使用软件订阅有关的任何适用出口法律或法规，并且贵方同意，在使用软件订阅的过程中，贵方不会将受《国际武器贸易条例》约束的信息、数据或技术传送给 Red Hat。

3.5 **Vendor Termination**. Red Hat may terminate the availability of a particular Vendor that offers Cloud Access with sixty (60) day notice, provided you may continue to use any Software Subscription for the remainder of the term of the Software Subscription on another Vendor's Cloud or on your premises under the terms of this Agreement.

3.5 **卖方终止。**红帽可通过提前六十 (60) 天发送通知，终止特定的提供云接入的卖方，但贵方可在软件订阅期的剩余期限内，在另一个卖方的云上或在贵方的场所内，按照本协议条款的规定继续使用软件订阅。

4. Definitions

4. 定义

"**Add-On Subscriptions**" are optional Software Subscriptions that may be purchased in addition to the base Software Subscription (e.g. a Red Hat Enterprise Linux Software Subscription).

"**附加订阅**"指可购买的可选软件订阅，作为基本软件订阅（例如 Red Hat Enterprise Linux 软件订阅）的补充。

"**Cloud"** means a Vendor's hosted computing infrastructure that provides systems, virtual machines or container hosts to end users.

"**云**"指向最终用户提供系统、虚拟机器或容器主机的卖方托管计算基础设施。

"**Cloud Access**" is the Red Hat program terms when using Eligible Subscriptions in a Vendor's Cloud as set forth in Section 3.

"**云接入**"指在第 3 节中规定的在卖方的云中使用符合条件的订阅时适用的红帽计划条款。

"**Demonstration Activities**" means deploying some or all of the Software with other software or hardware solely for the purpose of illustrating its capabilities excluding use in staging and acceptance testing environments and revenue generating

"**演示活动**"是指与其他软件或硬件一起部署部分或全部软件，专门为了展示软件的功能，不包括在暂存和验收测试环境中的使用以及付费的概念验证等创收部署。

deployments such as paid proof of concepts.

"**Deployment Activities**" means using the Software (a) in a production environment, (b) with live data and/or applications for any reason except Development Use and/or (c) for backup instances, whether cold or hot backup.

"**部署活动**"指 (a) 在生产环境中使用软件，(b) 将实时数据和/或应用程序用于除开发使用以外的任何原因，和/或 (c) 将软件用于备份实例，无论是冷备份还是热备份。

"**Eligible Subscriptions**" means certain Software Subscriptions that meet the criteria for Cloud Access set forth at www.redhat.com/solutions/cloud/access.

"**符合条件的订阅**"指某些符合 www.redhat.com/solutions/cloud/access 规定的云接入标准的软件订阅。

"**Evaluation Subscriptions**" and/or "**Trial Subscriptions**" means Red Hat Products offered without charge solely for evaluation and not for Production Use or Development Use, including offerings described as evaluation, trial, preview or beta.

"**评估订阅**"和/或"**试用订阅**"指只能用于评估目的，不能用于生产用途和开发用途，包括描述为"评估"、"试用"、"预览"或"测试"而免费提供的红帽产品。

"**Individual Coding and Testing Activities**" means an individual working independently (with their own installation of Red Hat Software) to develop other software and/or perform prototyping or quality assurance testing, excluding any form of automated testing, multi-user testing and/or multi-client testing.

"**个人编码和测试活动**"指某个人独立（自己安装红帽软件）开发其他软件和/或执行原型开发或质量保证测试，不包括自动化测试、多用户测试和/或多客户机测试。

"**Multi-User Development, Test and Integration Activities**" means deploying the user-space (non-kernel) Software components, container images or products packaged as container images, solely for the purposes of multi-user software development, build, continuous integration environment and testing, including automated testing, multi-user testing and/or multi-client testing of such Software.

"**多用户开发、测试和集成活动**"指仅为了多用户软件开发、构建、持续集成环境和测试而部署用户空间（非内核）软件组件、容器映像或包装成容器映像的产品，包括该软件的自动化测试、多用户测试和/或多客户机测试。

"**Red Hat Portal**" means a Red Hat hosted delivery portal, such as Red Hat Customer Portal, Red Hat Container Registry, cloud.redhat.com and/or Red Hat Update Infrastructure ("**RHUI**") that provides Software Access and Software Maintenance.

"**红帽门户**"指提供软件访问和/或软件维护的红帽托管交付门户，例如红帽客户门户、红帽容器注册表，cloud.redhat.com 和/或 Red Hat Update Infrastructure ("**RHUI**")。

"**Red Hat Products**" means Software, Services, and other Red Hat branded offerings made available by Red Hat.

"**红帽产品**"指红帽提供的软件、服务和其他红帽品牌商品/服务。

"**Red Hat Universal Base Image(s)**" means a certain subset of Red Hat Enterprise Linux user space (non-kernel) software components and supporting container software provided by Red Hat via Red Hat Universal Base Image repositories.

"**红帽通用基本镜像**"指红帽通过红帽通用基本镜像存储库提供的 Red Hat Enterprise Linux 用户空间（非内核）软件组件和支持容器软件的特定子集。

"**Software**" means Red Hat branded software that is made available in a Red Hat Product.

"**软件**"指在红帽产品中提供的红帽品牌软件。

"**Software Access**" means access to various Software versions if and when available.

"**软件访问**"是指访问各软件版本（倘若并且当其可访问时）。

"**Software Maintenance**" means access to updates, upgrades, corrections, security advisories and bug fixes for Software, if and when available.

"**软件维护**"指访问软件的更新、升级、更正、安全报告和漏洞修复（倘若并且当其可访问时）。

"**Software Subscription**" means a Subscription that contains Software Access, Software Maintenance and Support.

"**软件订阅**"指包含软件访问、软件维护和支持的订阅。

"**Standard Business Hours**" are listed at https://access.redhat.com/support/contact/technicalSupport.html.

"**标准工作时间**"列于 https://access.redhat.com/support/contact/technicalSupport.html。

"**Subscription**" means a time bound offering, other than professional services.

"**订阅**"指专业服务以外的有时限的产品。

"**Subscription Services**" means Red Hat offerings consisting of Software Access, Software Maintenance, Support and/or any other services associated with and during the term of a Subscription.

"**订阅服务**"指在订阅期内与订阅有关的红帽商品/服务，包括软件访问、软件维护、支持和任何其他服务。

"**Support**" means access to Red Hat support for issues relating to Software as described in Product Appendix 1.

"**支持**"指产品附录 1 所述的、针对与软件有关的问题获得的红帽支持。

"**Supported Configuration(s)**" eans the supported Red Hat Product hardware and platform configurations that are listed at https://access.redhat.com/supported-configurations.

"**支持的配置**"指 https://access.redhat.com/supported-configurations 列出的支持的红帽产品硬件和平台配置。

"**Support Contact(s)**" is a person authorized by you to open support requests and/or contact Red Hat support personnel.

"**支持联系人**"指获得贵方的授权来开启支持请求和/或与红帽支持人员联系的人。

"**Support Subscriptions**" means a Subscription that contains a specialized Support offering that is supplemental to Support provided in a Software Subscription.

"**支持订阅**"指包含特别支持服务的订阅，作为软件订阅中提供的支持的补充。

"**Subscription Services**" means Red Hat offerings consisting of Software Access, Software Maintenance, Support and/or any other services associated with and during the term of a Subscription.

"**订阅服务**"指在订阅期内与订阅有关的红帽商品/服务，包括软件访问、软件维护、支持和/或任何其他服务。

"**Supported Use Case**" means the manner and/or environment in which a particular Subscription(s) is used and supported as further defined in an applicable Exhibit.

"**支持的使用案例**"指在相关附件中进一步定义的、特定订阅被使用和获得支持的方式和/或环境。

"**Vendor**" means the Red Hat authorized third party from whom you purchase Cloud services and who is authorized by Red Hat to participate in this Cloud Access program.

"**卖方**"指红帽授权的、向贵方出售云服务并获得红帽授权参与本云接入计划的第三方。

This Exhibit 1.A. to Product Appendix 1 governs your use of the Software Subscriptions described below.

产品附录 1 的本附件 1.A. 适用于贵方使用以下列明的软件订阅。

1. Unit of Measure and Purchasing Requirements for Red Hat Enterprise Linux Server, Red Hat Virtualization and Red Hat OpenStack Platform

Table 1 sets forth the support level, Units of measure, capacity limitations, and stacking capabilities for various Red Hat Enterprise Linux Server, Red Hat Virtualization and Red Hat OpenStack Platform Software Subscriptions.

1. Red Hat Enterprise Linux Server、Red Hat Virtualization 和 Red Hat OpenStack Platform 的计量单位和购买要求

表 1 列出了各种 Red Hat Enterprise Linux Server、Red Hat Virtualization 和 Red Hat OpenStack Platform 软件订阅的支持级别、计量单位、容量限制和堆叠能力。

Table 1

Software Subscription	**Unit of Measure**	**Capacity**		**Supported Use Case**
		Socket(s) or SOCs	**Virtual Nodes**	
Red Hat Enterprise Linux Server (Physical or Virtual Nodes)	Physical Node or Virtual Nodes	Socket-pair for each Physical Node or 2 Virtual Nodes		Supported only for server computing on Supported Configurations, including delivery of services to other logical or physical client or server systems and the execution of multi-user applications and each Unit includes a bundled Ansible Engine entitlement to provide configuration capabilities to that Unit of Red Hat Enterprise Linux ("**RHEL Use Case**"). Any use of Ansible Engine other than the RHEL Use Case requires the purchase of Ansible Automation Platform Subscriptions.
Red Hat Enterprise Linux for SAP Solutions				RHEL Use Case and; supported only on Supported Configurations certified by SAP solely to run SAP's HANA platform, S4 HANA and/or NetWeaver product ("**SAP Use Case**").
Red Hat Enterprise Linux for Distributed Computing, Edge Server				Edge Supported Use Case (Section 1.2 (b) above) RHEL Use Case
Red Hat Enterprise Linux for Distributed Computing, Endpoint	Physical Node or Virtual Nodes	Single Socket for each Physical Node or 2 Virtual Nodes		Edge Endpoint Supported Use Case (Section 1.2 (b) above) RHEL Use Case
Red Hat Enterprise Linux for Distributed Computing, Gateway				Edge Gateway Use Case (Section 1.2 (b) above) RHEL Use Case
Red Hat Enterprise Linux for Virtual Datacenters (See Note 1 below)	Physical Node	Socket-pair	Unlimited Virtual Nodes running on a Socket-pair	RHEL Use Case
Red Hat Enterprise Linux for Virtual Datacenters for SAP Solutions (see Note 1 below)				RHEL Use Case SAP Use Case
Red Hat Enterprise Linux with Smart Virtualization				RHEL Use Case and supported on physical hardware solely to run and manage virtual instances. The included Red Hat Enterprise Linux Software Subscription is supported solely when used as the host operating system with the Red Hat Virtualization Hypervisor or when used as the guest operating system with virtual machines ("**Smart Virtualization Use Case**").
Red Hat Enterprise Linux for Power with Smart Virtualization				Smart Virtualization Use Case
Red Hat Enterprise Linux for ARM based NVidia smart NIC	Physical Node	Peripheral Board	N/A	RHEL Use Case running on ARM based peripheral boards.

Software Subscription	Unit of Measure	Capacity		Supported Use Case
		Socket(s) or SOCs	Virtual Nodes	
Red Hat OpenStack Platform	Physical Node	Socket-pair	Unlimited Virtual Nodes running on a Socket-pair	Red Hat Enterprise Linux is supported solely when used as the host operating system for running Red Hat OpenStack Platform or when used as the guest operating system with virtual machines created and managed with Red Hat OpenStack Platform. Red Hat Enterprise Linux is currently the only supported operating system for Red Hat OpenStack Platform. Red Hat CloudForms, Red Hat AMQ and Red Hat OpenShift Container Platform are included and only supported when used to monitor and manage virtual machines created with Red Hat OpenStack Platform (“**OSP Use Case**”). RHEL Use Case
Red Hat OpenStack Platform for Atom				Supported only when used on a Physical Node that is a server running an Intel Atom processor. OSP Use Case RHEL Use Case
Red Hat OpenStack Platform for Real Time				Supported only on systems running (a) operating environments identified at www.redhat.com/mrg/hardware as Red Hat Enterprise Linux for Real Time compatible and (b) hardware systems identified as Red Hat Enterprise Linux for Real Time certified at https://hardware.redhat.com will be supported (“**Real Time Use Case**”). RHEL Use Case
Red Hat OpenStack Platform for Bare Metal Managed Nodes	Physical Node	Socket-pair	None	OSP Use Case
Red Hat Enterprise Linux for Real Time	Physical Node	Socket-pair	N/A	Real Time Use Case
Red Hat Virtualization				Supported on physical hardware solely to support virtual guests. Red Hat Virtualization is designed to run and manage virtual instances and does not support user-space applications. Red Hat Virtualization may be used as a virtual desktop infrastructure solution, however, the Subscription does not come with software or support for the desktop operating system. You must purchase the operating system for each instance of a desktop or server separately. Red Hat Virtualization Manager, a component of Red Hat Virtualization, includes a subscription for Red Hat Enterprise Linux for the purposes of running Red Hat Virtualization Manager. Red Hat Virtualization includes Red Hat JBoss Enterprise Application Platform solely supported to run certain utilities in Red Hat Virtualization (“**Virtualization Use Case**”). RHEL Use Case
Red Hat Enterprise Linux for ARM				RHEL Use Case running on ARM based systems.
Red Hat Enterprise Linux for Power	Physical Node or Virtual Nodes	Up to 4 processor cores or Socket-pair	N/A	RHEL Use Case running on a Power based system.
Red Hat Enterprise Linux for SAP Solutions for Power				RHEL Use Case and SAP Use Case running on a Power based system.
Red Hat Enterprise Linux for Power with Smart Virtualization	Physical Node	Socket-pair	N/A	RHEL Use Case and; Virtualization Use Case
Red Hat OpenStack Platform for Power				RHEL Use Case and OSP Use Case running on Power based systems.

Software Subscription	Unit of Measure	Capacity		Supported Use Case
		Socket(s) or SOCs	Virtual Nodes	
Red Hat Enterprise Linux for System z	System z IFL	N/A	N/A	RHEL Use Case running on IBM System z.
Red Hat Enterprise Linux for IBM Z and LinuxONE with Comprehensive Add-Ons				
Red Hat Enterprise Linux for SAP Applications for IBM Z and LinuxONE with Comprehensive Add-Ons	System z IFL	N/A	N/A	RHEL and SAP Use Cases running on IBM System z.
Red Hat OpenStack Platform	Physical Node	Socket-pair	Unlimited Virtual Nodes running on a Socket-pair	OSP Use Case
Red Hat Enterprise Linux with Smart Virtualization				RHEL Use Case Virtualization Use Case
Red Hat Enterprise Linux with Smart Virtualization for SAP Applications				RHEL Use Case Virtualization Use Case SAP Use Case
Red Hat Virtualization Suite				Supported only when used on a Physical Node that is a server. Red Hat Enterprise Linux is supported solely when used as the guest operating system with virtual machines created and managed with Red Hat Virtualization. Red Hat CloudForms is included and only supported when used to manage virtual machines created with Red Hat Virtualization Suite. Red Hat Virtualization includes Red Hat JBoss Enterprise Application Platform solely supported to run certain utilities in Red Hat Virtualization (“**Virtualization Suite Use Case**”).
Red Hat Virtualization Suite for SAP Applications				Virtualization Suite Use Case SAP Use Case
Red Hat Enterprise Linux Academic Site Subscription	Full Time Equivalent (FTE)	1-2 Sockets	1 Virtual Guest	Supported only for use by qualified academic institutions. Qualified academic institutions must (a) be accredited by a national accreditation agency (e.g. the United States accreditation is located at http://ope.ed.gov/accreditation/Search.aspx) and (b) have at least one thousand (1,000) FTEs (“**Academic Use Case**”). RHEL Use Case
Red Hat Infrastructure for Academic Institutions - Site Subscription				Academic Use Case
Red Hat Enterprise Linux Workstation*	System	2 CPU Unlimited RAM	1 Virtual Guest or 4 Virtual Guests	Supported only on personal computing systems with a primary purpose of executing applications and/or services for a single user who is typically working from a directly connected keyboard and display. Each Red Hat Enterprise Linux Workstation Software Subscription includes one Smart Management Module to be used solely with a single Red Hat Enterprise Linux Workstation System.
Red Hat Enterprise Linux Desktop	System	1 CPU Up to 8GB RAM	1 Virtual Guest	Supported only on personal computing systems with a primary purpose of executing applications and/or services for a single user who is typically working from a directly connected keyboard and display. Red Hat Enterprise Linux Desktop does not include support for open source server applications (e.g., Apache, Samba, or NFS), testing and development purposes or to share data with peers. Each Red Hat Enterprise Linux Desktop Software Subscription includes one Smart

Software Subscription	Unit of Measure	Capacity		Supported Use Case
		Socket(s) or SOCs	Virtual Nodes	
				Management Module, each to be used solely with a single Red Hat Enterprise Linux Desktop System.
Red Hat Enterprise Linux for PRIMEQUEST*	Physical Node	1-2 Sockets, 9 Logical Partitions 4 Sockets, 10 Logical Partitions 6 Sockets, 11 Logical Partitions or 8 Sockets, 12 Logical Partitions		RHEL Use Case running on Fujitsu PRIMEQUEST systems.
Red Hat Enterprise Linux Server Entry Level	Physical Node	Socket-pair	None	RHEL Use Case
Red Hat Enterprise Linux for Hyperscale	Physical Node	Band of SOCs	None	Subscription Services are provided only on Supported Configuration in the form of chassis that contain and use at least five (5) SOCs (“Hyperscale **Use Case**”). RHEL Use Case
Red Hat OpenStack Platform for Hyperscale				Hyperscale Use Case OSP Use Case RHEL Use Case

Note 1: Red Hat Enterprise Linux for Virtual Datacenters Subscriptions do not include an entitlement for the host operating system.
Note 2: When Red Hat Enterprise Linux is used as a Virtual Guest, Virtual Guests may be pooled or shared on any other System that has a Software Subscription with the same (a) Support Level (Standard or Premium) and (b) number of Virtual Guests (1, 4 or unlimited Virtual Guests), provided that you do not exceed the total number of Virtual Guests associated with the underlying Software Subscriptions.

表 1

软件订阅	计量单位	容量		有支持服务的用例
		插槽或 SOC	虚拟节点	
Red Hat Enterprise Linux Server（物理节点或虚拟节点）	物理节点 或者 虚拟节点	针对每个物理节点的插槽对 或 2 个虚拟节点		仅就在有支持服务的配置上的服务器计算获得支持，包括将服务交付给其他逻辑或物理客户机或服务器系统以及执行多用户应用，并且每个单元都包含捆绑的 Ansible Engine 权利，以向 Red Hat Enterprise Linux 的该单元提供配置功能（“**RHEL 用例**”）。使用 RHEL 用例以外的任何 Ansible Engine 都需要购买 Ansible Automation Platform 订阅。
Red Hat Enterprise Linux for SAP Solutions				RHEL 用例；仅在 SAP 认证的有支持服务的配置上获得支持，来运行 SAP 的 HANA 平台，S4 HANA 和/或 NetWeaver 产品（“**SAP 用例**”）。
Red Hat Enterprise Linux for Distributed Computing，Edge 服务器				Edge 有支持服务的用例（上文第 1.2 (b) 节）；RHEL 用例
Red Hat Enterprise Linux for Distributed Computing，端点	物理节点 或者 虚拟节点	针对每个物理节点的单个插槽 或 2 个虚拟节点		Edge 端点有支持服务的用例（上文第 1.2 (b) 节）；RHEL 用例
Red Hat Enterprise Linux for Distributed Computing，网关				Edge 网关用例（上文第 1.2 (b) 节） RHEL 用例
Red Hat Enterprise Linux for Virtual Datacenters（见下述注 1）	物理节点	插槽对	在插槽对上运行的无限虚拟节点	RHEL 用例
Red Hat Enterprise Linux for Virtual Datacenters for SAP Solutions（见下述注 1）				RHEL 用例 SAP 用例
Red Hat Enterprise Linux with Smart Virtualization				RHEL用例；仅在物理硬件上获得支持，以运行和管理虚拟实例。仅当用作带有 Red Hat Virtualization Hypervisor 的主机操作系统时，或者用作带有虚拟机的客户机操作系统时，所含的 Red Hat Enterprise Linux 软件订阅才获得支持。（“**Smart Virtualization 用例**”）。
Red Hat Enterprise Linux for Power with Smart Virtualization				Smart Virtualization 用例
基于 Red Hat Enterprise Linux for ARM 的 Nvidia 智能网卡	物理节点	外围板	不适用	RHEL 用例；在基于 ARM 的外围板上运行。
Red Hat OpenStack Platform	物理节点	插槽对	在插槽对上运行的无限虚拟节点	Red Hat Enterprise Linux 仅在用作运行 Red Hat OpenStack Platform 的主机操作系统时，或者在用作使用 Red Hat OpenStack Platform

软件订阅	计量单位	容量		有支持服务的用例
		插槽或 SOC	虚拟节点	
				创建和管理的虚拟机上的客户机操作系统时，才受支持。Red Hat Enterprise Linux 是 Red Hat OpenStack Platform 目前唯一有支持服务的操作系统。Red Hat CloudForms、Red Hat AMQ 和 Red Hat OpenShift Container Platform 被包含在内，并且仅在用于监控和管理利用 Red Hat OpenStack Platform 创建的虚拟机时才受支持（“**OSP 用例**”）。 RHEL 用例
Red Hat OpenStack Platform for Atom				仅在作为运行 Intel Atom 处理器的服务器的物理节点上使用时才获得支持。 OSP 用例 RHEL 用例
Red Hat OpenStack Platform for Real Time				仅在满足以下要求的系统上获得支持：(a) 运行 www.redhat.com/mrg/hardware 认定的兼容 Red Hat Enterprise Linux for Real Time 的操作环境；并且 (b) 运行在 https://hardware.redhat.com 界定为获 Red Hat Enterprise Linux for Real Time 认证的硬件系统（“**Real Time 用例**”）。 RHEL 用例
Red Hat OpenStack Platform for Bare Metal Managed Nodes	物理节点	插槽对	无	OSP 用例
Red Hat Enterprise Linux for Real Time	物理节点	插槽对	不适用	Real Time 用例
Red Hat Virtualization				在仅用于支持虚拟客户机的物理硬件上获得支持。Red Hat Virtualization 被设计用于运行和管理虚拟实例，不支持用户空间应用。Red Hat Virtualization 可以用作虚拟桌面基础设施解决方案，但是，订阅不附带桌面操作系统的软件或支持。贵方必须另行为桌面或服务器的每个实例购买操作系统。Red Hat Virtualization Manager 是一个 Red Hat Virtualization 组件，包含用于运行 Red Hat Virtualization Manager 的 Red Hat Enterprise Linux 的订阅。Red Hat Virtualization 包括 Red Hat JBoss Enterprise Application Platform，支持仅限于在 Red Hat Virtualization 内运行某些实用程序（“**Virtualization 用例**”）。 RHEL 用例
Red Hat Enterprise Linux for ARM				RHEL 用例 running on ARM based systems.
Red Hat Enterprise Linux for Power	物理节点 或 虚拟节点	最多 4 个 处理器核心 或 插槽对	不适用	RHEL 用例；在基于 Power 的系统上运行。
Red Hat Enterprise Linux for SAP Solutions for Power				RHEL 用例和 SAP 用例；在基于 Power 的系统上运行。
Red Hat Enterprise Linux for Power with Smart Virtualization	物理节点	插槽对	不适用	RHEL 用例和 Virtualization 用例
Red Hat OpenStack Platform for Power				RHEL 用例和 OSP 用例；在基于 Power 的系统上运行。
Red Hat Enterprise Linux for System z	System z IFL	不适用	不适用	RHEL 用例；在 IBM System z 上运行。
Red Hat Enterprise Linux for IBM Z and LinuxONE（带综合附加订阅）				
Red Hat Enterprise Linux for SAP Applications for IBM Z and LinuxONE（带综合附加订阅）	System z IFL	不适用	不适用	RHEL 和 SAP 用例；在 IBM System z 上运行。
Red Hat OpenStack Platform	物理节点	插槽对	在插槽对上运行的无限虚拟节点	OSP 用例
Red Hat Enterprise Linux with Smart Virtualization				RHEL 用例 Virtualization 用例

软件订阅	计量单位	容量		有支持服务的用例
		插槽或 SOC	虚拟节点	
Red Hat Enterprise Linux with Smart Virtualization for SAP Applications				RHEL 用例 Virtualization 用例 SAP 用例
Red Hat Virtualization Suite				仅在作为服务器的物理节点上使用时才受支持。Red Hat Enterprise Linux 仅在用作使用 Red Hat Virtualization 创建和管理虚拟机的客户机操作系统时才受支持。Red Hat CloudForms 包含在内，仅在用于管理使用 Red Hat Virtualization Suite 创建的虚拟机时才受支持。Red Hat Virtualization 包括 Red Hat JBoss Enterprise Application Platform，支持仅限于在 Red Hat Virtualization 内运行某些实用程序。（“**Virtualization Suite 用例**”）。
Red Hat Virtualization Suite for SAP Applications				Virtualization Suite 用例 SAP 用例
Red Hat Enterprise Linux Academic Site Subscription	全职人力工时 (FTE)	1-2 个插槽	1 个虚拟客户机	仅在合格的学术机构使用时获得支持。合格的学术机构必须是 (a) 获得国家认证机构的认证（例如美国认证见 http://ope.ed.gov/accreditation/Search.aspx）；并且 (b) 至少有一千 (1,000) FTE（“**学术用例**”）。 RHEL 用例
Red Hat Infrastructure for Academic Institutions - Site Subscription				学术用例
Red Hat Enterprise Linux Workstation*	系统	2 个 CPU 无限 RAM	1 个虚拟客户机或 4 个虚拟客户机	仅在个人计算系统上获得支持，该等系统的主要目的是为通常使用直接连接的键盘和显示器工作的单个用户执行应用和/或服务。每个 Red Hat Enterprise Linux Workstation 软件订阅均包含一个 Smart Management 模块，仅与一个单一的 Red Hat Enterprise Linux Workstation 系统一起使用。
Red Hat Enterprise Linux Desktop	系统	1 个 CPU 最高 8GB RAM	1 个虚拟客户机	仅在个人计算系统上获得支持，该等系统的主要目的是为通常使用直接连接的键盘和显示器工作的单个用户执行应用程序和/或服务。Red Hat Enterprise Linux Desktop 不包含用于开源服务器应用（例如 Apache、Samba 或 NFS）、测试和开发目的的支持或者与对等端共享数据的支持。每个 Red Hat Enterprise Linux Desktop 软件订阅均包含一个 Smart Management 模块，仅与一个单一的 Red Hat Enterprise Linux Desktop 系统一起使用。
Red Hat Enterprise Linux for PRIMEQUEST*	物理节点	1-2 个插槽、9 个逻辑分区 4 个插槽、10 个逻辑分区 6 个插槽、11 个逻辑分区 或 8 个插槽、12 个逻辑分区		RHEL 用例 在 Fujitsu PRIMEQUEST 系统上运行。
Red Hat Enterprise Linux Server Entry Level	物理节点	插槽对	无	RHEL 用例
Red Hat Enterprise Linux for Hyperscale	物理节点	SOC 频带	无	订阅服务仅在采取包含和使用至少五 (5) 个 SOC 的机箱形式的有支持服务的配置上提供。（“**Hyperscale 用例**”）。 RHEL 用例
Red Hat OpenStack Platform for Hyperscale				Hyperscale 用例 OSP 用例 RHEL 用例

注 1：Red Hat Enterprise Linux for Virtual Datacenters 订阅不包含有关主机操作系统的权利。

注 2：当 Red Hat Enterprise Linux 用作虚拟客户机时，虚拟客户机可以在任何其他系统上进行合并或共享，只要该系统的软件订阅具有 (a) 相同的支持级别（标准级或高级）和 (b) 相同数量的虚拟客户机（1、4 或无限虚拟客户机），前提是贵方不会超过与底层软件订阅相关的虚拟客户机总数。

2. Additional Terms for Red Hat Enterprise Linux Server and associated Add-On Subscriptions

2. Red Hat Enterprise Linux Server及相关附加订阅的附加条款

2.1 Red Hat Enterprise Linux Server – Atomic Host. Red Hat Enterprise Linux Server may be deployed using RPM package manager or in an optional image based delivery, deployment and updating mechanism designed to support container based environments ("**Atomic Host mode**"). Each deployment of Red Hat Enterprise Linux, regardless of the method (including containers), constitutes a Unit.

2.1 Red Hat Enterprise Linux Server – Atomic Host。Red Hat Enterprise Linux Server 可以使用 RPM 软件包管理器进行部，也可以在一个可选的基于镜像的交付、部署和更新机制中进行部署，其设计目的是支持基于容器的环境（"**Atomic Host 模式**"）。Red Hat Enterprise Linux 的每个部署均构成一个单位，无论采用何种方法（包括容器）。

2.2 Red Hat Enterpise Linux Desktop and Workstation Software Subscriptions

Production Support for Red Hat Enterprise Linux Desktop subscriptions is limited to Support Contacts that are helpdesk support personnel and not end users.

2.2 Red Hat Enterprise Linux Desktop and Workstation 软件订阅

针对 Red Hat Enterprise Linux Desktop 订阅的生产支持仅限于作为帮助台支持人员而非最终用户的支持联系人。

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2.3 Red Hat Enterprise Linux and Red Hat OpenStack Platform Extended Life Cycle Support Software Subscriptions

2.3 Red Hat Enterprise Linux 和 Red Hat OpenStack Platform Extended Life Cycle Support 软件订阅

(a) **Limited Maintenance and Production Support.** Red Hat Enterprise Linux and/or Red Hat OpenStack Platform ELS Add-on Subscriptions entitle you to receive Software Maintenance and Production Support for Severity 1 and 2 problems on x86 architectures and z systems, but only for a limited set of software components listed at https://access.redhat.com/articles/2901071. Red Hat Enterprise Linux and/or Red Hat OpenStack Platform ELS Software Maintenance is limited to those Software updates that Red Hat considers, in the exercise of its sole judgment, to be (a) critical impact security fixes independent of customer support requests and (b) selected urgent priority defect fixes that are available and qualified for a subset of the packages in specific major releases of Red Hat Enterprise Linux and/or Red Hat OpenStack Platform beyond the end of its regular production cycles. The ELS streams will be maintained for an additional period of time immediately after the end-date of the regular production cycles of the relevant release as set forth at https://access.redhat.com/support/policy/updates/errata/. Red Hat will only provide one code base for both Red Hat Enterprise Linux ELS and Red Hat OpenStack Platform ELS and will not make functional enhancements to versions of either Red Hat Enterprise Linux or Red Hat OpenStack Platform during the ELS cycle.

(a) **有限维护和生产支持。**Red Hat Enterprise Linux 和/或Red Hat OpenStack Platform ELS 附加装置订阅授权贵方获得对 x86 体系结构和 z 系统上严重级别为 1 和 2 的问题的软件维护和生产支持，但仅限于 https://access.redhat.com/articles/2901071 上列出的一组有限的软件组件。列出的软件组件）。Red Hat Enterprise Linux 和/或 Red Hat OpenStack Platform ELS 软件维护仅限于红帽自行认为属于以下情况的软件更新：(a) 独立于客户支持请求的关键影响安全修补程序；以及 (b) 精选的紧急优先级缺陷修补程序，且该修补程序在 Red Hat Enterprise Linux 和/或 Red Hat OpenStack Platform 正常生产周期结束后仍可用并有资格成为其特定主发行版本中的软件包子集。ELS stream 将在相关发行版本的正常生产周期结束日期之后额外保留一段时间，具体见 https://access.redhat.com/support/policy/updates/errata/。红帽将仅为 Red Hat Enterprise Linux ELS 和 Red Hat OpenStack Platform ELS 提供一个代码库，并且在 ELS 周期内不会对 Red Hat Enterprise Linux 或 Red Hat OpenStack Platform的各版本进行功能增强。

(b) **Red Hat Enterprise Linux ELS Unsupported Components.** Red Hat Enterprise Linux ELS does not support the following (in addition to those noted in Section 2.3(a) above): (a) desktop applications, (b) Red Hat Cluster Suite, (c) content from the Extras channel ("Extras" is a set of content with a shorter life cycle) and (d) Independent layered or Add-on products such as Directory Server, Red Hat Satellite, or Scalable File System. Red Hat reserves the right to exclude additional packages.

(b) **Red Hat Enterprise Linux ELS 无支持服务的组件。**Red Hat Enterprise Linux ELS 不支持以下组件（作为对上述第 2.3(a) 节所述的补充）：(a) 桌面应用程序；(b) Red Hat Cluster Suite；(c) 来自附加频道的内容（"Extras" 是一组具有较短生命周期的内容）和 (d) 独立的分层或附加装置产品，例如 Directory Server、Red Hat Satellite 或 Scalable File System。红帽保留排除其他软件包的权利。

(c) **Red Hat Enterprise Linux ELS Content Delivery.** Red Hat Enterprise Linux ELS Software Maintenance is delivered through separate Red Hat Portal base channels for the specific release and corresponding child channels if applicable. You must install a modified redhat-release package downloaded from Red Hat Portal to subscribe a Unit to a Red Hat Enterprise Linux ELS channel.

(c) **Red Hat Enterprise Linux ELS 内容交付。**Red Hat Enterprise Linux ELS 软件维护通过单独的用于特定发行版本的红帽门户基本频道和相应的子频道（如适用）提供。贵方必须安装从红帽门户下载的经过修改的红帽发行版本软件包，才能将单位订阅至 Red Hat Enterprise Linux ELS 频道。

3. Red Hat Enterprise Linux Developer Suite

Red Hat Enterprise Linux Developer Suite provides an open source development environment that consists of Red Hat Enterprise Linux with built-in development tools, certain Red Hat Enterprise Linux Add-Ons, Red Hat Enterprise Linux for Real Time, Smart Management and access to Software Maintenance, but no Support. If you use any of the Subscription Services or Software associated with Red Hat Enterprise Linux Developer Suite for Production Use, you agree to purchase the applicable number of Units of the applicable Software Subscription.

3. Red Hat Enterprise Linux Developer Suite

Red Hat Enterprise Linux Developer Suite 提供一个开源开发环境，该开发环境包括带有内置开发工具的 Red Hat Enterprise Linux、某些 Red Hat Enterprise Linux 附加装置、Red Hat Enterprise Linux for Real Time、Smart Management 和对软件维护的访问，但无支持。如果贵方将与 Red Hat Enterprise Linux Developer Suite 相关的任何订阅服务或软件用于生产用途，贵方同意购买相关软件订阅的相应数量的单位。

4. Red Hat Enterprise Linux Developer Workstation and Red Hat Enterprise Linux Developer Support Subscriptions

For each paid, active Red Hat Enterprise Developer Workstation and/or Red Hat Enterprise Linux Developer Support Subscription, Red Hat will provide you with (a) access to the supported versions of Red Hat Enterprise Linux and updates through a Red Hat Portal; and (b) assistance for: (i) installation, usage and configuration support, diagnosis of issues, and bug fixes for Red Hat Enterprise Linux, but only for issues related to your use of Red Hat Enterprise Linux for Development Use and (ii) advice concerning application architecture, application design, industry practices, tuning and application porting (collectively, "**Developer Support**").

The Red Hat Enterprise Linux Developer Workstation and Red Hat Enterprise Linux Developer Support Subscriptions do not include support for (a) modified software packages, (b) wholesale application debugging or (c) software included in the Red Hat Extras repository, supplementary channels, preview technologies or software obtained from community sites.

4. Red Hat Enterprise Linux Developer Workstation 和 Red Hat Enterprise Linux Developer Support 订阅

对于每个付费的、有效的 Red Hat Enterprise Developer Workstation 和/或 Red Hat Enterprise Linux Developer Support 订阅，红帽将为贵方提供 (a) 通过红帽门户访问有支持服务版本的 Red Hat Enterprise Linux 及更新；以及 (b) 提供以下方面的帮助：(i) Red Hat Enterprise Linux 的安装、使用和配置支持、问题诊断和漏洞修复，但仅限于与贵方将 Red Hat Enterprise Linux 用于开发目的相关的问题；以及 (ii) 有关应用程序架构、应用程序设计、行业实践、调优和应用程序移植的建议（统称"**开发人员支持**"）。

Red Hat Enterprise Linux Developer Workstation 和 Red Hat Enterprise Linux Developer Support 订阅不包括对以下内容的支持：(a) 被修改的软件包；(b) 批发应用程序调试；或 (c) Red Hat Extras 储存库、补充频道中包含的软件、预览技术或从社区网站获得的或软件。

4.1 **Red Hat Enterprise Linux Developer Support Subscription Levels.** You may purchase Professional (two (2) business day response time) or Enterprise (four (4) Standard Business Hours response time) with web and phone support for an unlimited number of requests for Red Hat Enterprise Developer Workstation (one (1) System) and/or Red Hat Enterprise Developer Support Subscriptions (twenty-five (25) Systems).

4.1 **Red Hat Enterprise Linux 开发人员支持订阅级别。**对于 Red Hat Enterprise Developer Workstation（一 (1) 个系统）和/或 Red Hat Enterprise Developer Support 订阅（二十五 (25) 个系统），贵方可购买带有网络和电话支持的专业级（响应时间为两 (2) 个工作日）或企业级（响应时间为四 (4) 个标准工作时间），以获得不限次数的请求。

5. Red Hat Directory Server Software Subscriptions

Table 5 sets forth the Unit of measure and Supported Use Cases for Red Hat Directory Server. You must purchase the appropriate number and type of these Subscriptions based on the Unit and other parameters described in Table 5 below. The Service Level(s)) for Directory Server is determined by the Service Level of the underlying Red Hat Enterprise Linux Subscription for the Physical Node or Virtual Node running Directory Server (for example, if the Service Level for the underlying Red Hat Enterprise Linux Software Subscription is Premium, then Directory Server would receive Premium level support).

5. Red Hat Directory Server 软件订阅。

表 5 列出了 Red Hat Directory Server 的计量单位和有支持服务的使用案例。贵方必须根据下表 5 中所述的单位和其他参数，购买适当数量和类型的此等订阅。Directory Server 的服务级别取决于运行 Directory Server 的系统、物理节点或虚拟节点的底层 Red Hat Enterprise Linux 订阅的服务级别（例如，如果底层 Red Hat Enterprise Linux 软件订阅的服务级别是高级，则 Directory Server 将获得高级支持）。

Table 5

Software Subscription	Unit	Supported Use Case
Red Hat Directory Server	Physical Node or Virtual Node	Red Hat Directory Server is only supported on a physical server with a standard Red Hat Enterprise Linux Software Subscription (not a Red Hat Enterprise Linux Desktop, Red Hat Enterprise Linux for HPC or Red Hat Enterprise Linux Workstation Software Subscription). A Replica Red Hat Directory Server is only supported with an active Software Subscription for a Primary Red Hat Directory Server. "**Replica**" means a second instance of a Directory Server configured as a subordinate to the first instance of Directory Server. Red Hat Enterprise Linux Server is supported solely for the purpose of running Red Hat Directory Server Software. **"Primary"** means the authoritative Red Hat Directory Server from which Replica Red Hat Directory Servers derive Red Hat Directory Server information.

表 5

软件订阅	单位	有支持服务的使用案例
Red Hat Directory Server	物理节点或虚拟节点	Red Hat Directory Server 仅在具有标准 Red Hat Enterprise Linux 软件订阅的物理服务器上（而不是 Red Hat Enterprise Linux Desktop、Red Hat Enterprise Linux for HPC 或 Red Hat Enterprise Linux Workstation 软件订阅）受支持。复制的Red Hat Directory Server 必须具有有效的主要 Red Hat Directory Server 的软件订阅才受支持。"**复制**"指从属于 Directory Server 第一个实例而配置的 Directory Server 的第二个实例。Red Hat Enterprise Linux Server 仅出于运行 Red Hat Directory Server 软件的目的时才获得支持。**"主要"**指权威的 Red Hat Directory Server，复制的 Red Hat Directory Servers 从其获得 Red Hat Directory Server 信息。

6. Red Hat Certificate System Software Subscriptions

Table 6 sets forth the Unit of measure and Supported Use Cases for Red Hat Certificate System. You must purchase the appropriate number and type of these Subscriptions based on the Unit and other parameters described in Table 6 below. The

6. Red Hat Certificate System软件订阅

表 6 列明了Red Hat Certificate System的计量单位和支持的用例。贵方必须根据下表 6 中所述的单位和其他参数购买适当数量和类型的此等订阅。证书系统的服务级别由运行证书

Service Level(s)) for Certificate System is determined by the Service Level of the underlying Red Hat Enterprise Linux Subscription for the Physical Node running Certificate System (for example, if the Service Level for the underlying Red Hat Enterprise Linux Software Subscription is Premium, then Certificate System would receive Premium level support).

系统的物理节点的基础Red Hat Enterprise Linux订阅的服务级别确定（例如，如果基础Red Hat Enterprise Linux软件订阅的服务级别为高级，则证书系统将获得高级支持）。

Table 6

Software Subscription	Unit	Supported Use Case
Red Hat Certificate System	Certificate	Red Hat Certificate System is only supported on a standard Red Hat Enterprise Linux Software Subscription (not a Red Hat Enterprise Linux Desktop, Red Hat Enterprise Linux for HPC or Red Hat Enterprise Linux Workstation Software Subscription). Certificate System includes Directory Server only to run and support Certificate System.

表 **6**

软件订阅	单位	支持的用例
Red Hat Certificate System	证书	Red Hat Certificate System 仅在标准的 Red Hat Enterprise Linux 软件订阅上（而非 Red Hat Enterprise Linux Desktop、Red Hat Enterprise Linux for HPC 或 Red Hat Enterprise Linux Workstation Software Subscription 上）受支持。证书系统包括 Directory Server，仅用于运行和支持证书系统。

EXHIBIT 1.B
RED HAT APPLICATION SERVICES, RED HAT OPENSHIFT CONTAINER PLATFORM, AND RELATED SOFTWARE SUBSCRIPTIONS

附件 1.B
RED HAT APPLICATION SERVICES、RED HAT OPENSHIFT、CONTAINER PLATFORM 和相关软件订阅

Red Hat

This Exhibit 1.B. to Product Appendix 1 governs your use of the Red Hat Application Services (formerly known as Red Hat JBoss Middleware), Red Hat OpenShift Container Platform, Red Hat Storage Services and Red Hat Quay product lines.

产品附录 1 的本附件 1.B. **适用于**贵方使用 Red Hat Application Services（前称为Red Hat JBoss Middleware）、Red Hat OpenShift Container Platform、Red Hat Storage Services 和 Red Hat Quay 产品系列。

1. Unit of Measure and Purchasing Requirements for Red Hat Application Services Software Subscriptions.
Table 1 sets forth the Units of measure and Supported Use Cases for various Red Hat Application Services Subscriptions.

1. 关于 Red Hat Application Services 软件订阅的计量单位和购买要求

表 1 列出了各种 Red Hat Application Services 订阅的计量单位和有支持服务的使用案例。

1.1 Supported Application Services Software. Using Red Hat Application Services Software Subscriptions to support software obtained from community sites without purchasing a corresponding Software Subscription for such community software is a material breach of the Agreement.

1.1 有支持服务的 Application Services 软件。使用 Red Hat Application Services 软件订阅来支持从社区站点获得的软件，而不购买该社区软件的相应软件订阅，属于严重违反本协议的行为。

1.2 Red Hat JBoss Core Services Collection. "**Red Hat JBoss Core Services Collection**" is a collection of components that provide common functionality (such as monitoring and management, load balancing, process control and single sign-on) across a majority of the Red Hat Application Services portfolio and is subject to the following terms:

(a) You will receive entitlements for Red Hat JBoss Core Services Collection in a quantity equal to the number of Cores of Red Hat Application Services Software Subscriptions you purchased (for Software Subscriptions where the Unit is a Core).

(b) You will receive entitlements to Red Hat JBoss Core Services Collection equal to sixteen (16) Cores for each Red Hat Application Services Software Subscription you purchase on a per socket-pair basis.

(c) Red Hat JBoss Web Server does not include Red Hat JBoss Core Services Collection.

1.2 Red Hat JBoss 核心服务集合。"Red Hat JBoss 核心服务集合"是一组组件集合，它提供了大多数 Red Hat Application Services 产品组合中的常见功能（例如监视和管理、负载平衡、流程控制和单一登录），并受以下条款约束：

(a) 贵方将获得有关 Red Hat JBoss 核心服务集合的权利，数量等于贵方所购买 Red Hat Application Services 软件订阅之核心的数量（适用于以核心为单位的软件订阅）。

(b) 对基于每个插槽对而购买的每个 Red Hat Application Services 软件订购，贵方将获得相当于十六 (16) 个核心的 Red Hat JBoss 核心服务集合的权利。

(c) Red Hat JBoss Web Server 不包括 Red Hat JBoss 核心服务集合。

1.3 Red Hat Application Services for Hybrid Deployments. Red Hat Application Services Software Subscriptions in Table 1 include access to the Red Hat Application Services Software enabled for and supported on Red Hat OpenShift Container Platform for both private cloud and public cloud deployment platforms.

1.3 混合部署的 Red Hat Application Services。表 1 中的 Red Hat Application Services 软件订阅包括 Red Hat Application Services Software 的访问权，此软件针对适用于私有云和公共云部署平台的 Red Hat OpenShift Container Platform 而启用，并且此平台支持该软件。

Table 1

Software Subscription (Note 1 below)	Unit of Measure	Supported Use Case
Red Hat JBoss Enterprise Application Platform	Core Band	These Red Hat Products are only supported on Supported Configurations.
Red Hat JBoss Web Server		
Red Hat Runtimes		
Red Hat Data Grid		
Red Hat Fuse		
Red Hat AMQ		
Red Hat Data Virtualization		
Red Hat Process Automation Manager (formerly Red Hat JBoss BPM Suite)		
Red Hat Decision Manager (formerly Red Hat JBoss BRMS)		
Red Hat JBoss Application Services Extended Life Cycle Support Add On		
Red Hat Integration (Note 2)		
Red Hat Runtimes (Note 2)		
Red Hat Process Automation (Note 2)		

Red Hat Application Services Portfolio (Note 2)		
Red Hat 3Scale API Management Platform	Core Band	This Red Hat Product is supported (a) when used on a server, (b) on Supported Configurations, and (c) when used for the purpose of API Management.
Red Hat build of OpenJDK for Workstations (Note 3)	Physical Node	This product is supported for use on supported Windows Desktop versions as set forth in the Supported Configurations ("**Windows Desktop Use Case**"). This product is explicitly not supported for the deployment of Java based servers or use on Windows Server distributions.
Red Hat build of OpenJDK for Servers (Note 3)	Core Band	Windows Desktop Use Case

Note 1: Unless otherwise stated in an Order Form, one (1) Core is equivalent to two (2) vCPUs with hyper-threading active for the Red Hat Products in this Exhibit 1.B.

Note 2: You may use up to the number of Cores in the Core Bands that you purchase for any combination of Red Hat Products included in these Bundles.

Note 3: Client may use up to twenty (20) Support Contacts for Red Hat build of OpenJDK Subscriptions.

表 **1**

软件订阅（见下述注 1）	**计量单元**	**支持的使用案例**
Red Hat JBoss Enterprise Application Platform	核心频带	这些红帽产品仅在有支持服务的配置上才获得支持。
Red Hat JBoss Web Server		
Red Hat Runtimes		
Red Hat Data Grid		
Red Hat Fuse		
Red Hat AMQ		
Red Hat Data Virtualization		
Red Hat Process Automation Manager（以前为 Red Hat JBoss BPM Suite）		
Red Hat Decision Manager（以前为 Red Hat JBoss BRMS）		
Red Hat JBoss Application Services Extended Life Cycle Support Add On		
Red Hat Integration（注 2）		
Red Hat Runtimes（注 2）		
Red Hat Process Automation（注 2）		
Red Hat Application Services Portfolio（注 2）		
Red Hat 3Scale API Management Platform	核心频带	此订阅在 (a) 用于服务器上时；(b) 在有支持服务的配置上；以及 (c) 用于 API 管理目的时受支持。
Red Hat build of OpenJDK for Workstations（注 3）	物理节点	本产品支持在支持的 Windows 桌面版本上使用，如支持的配置中所述（“**Windows 桌面用例**”）。本产品明确不支持基于 Java 的服务器的部署，或在 Windows 服务器发行版本上使用。
Red Hat build of OpenJDK for Servers（注 3）	核心频带	Windows 桌面用例

备注 1：除非订购单中另有规定，否则对于附录 1.B. 中的红帽产品而言，一 (1) 个核心等于两 (2) 个超线程技术的 vCPU。
备注 2：这些捆绑包中包含的任何红帽产品组合，贵方最多可以使用购买的核心频带中的核心数。
备注 3：客户最多可以使用二十 (20) 个支持联系人来负责 Red Hat build of OpenJDK 订阅。

2. Unit of Measure and Purchasing Requirements for Red Hat OpenShift Container Platform

Table 2 sets forth the Units of measure, capacity limitations and Supported Use Cases for various Red Hat OpenShift Container Platform Subscriptions. You must purchase the appropriate number and type of Software Subscription(s) for each Unit, based on the Unit and other parameters described in Table 2. The Red Hat OpenShift Container Platform Use Case (OCP Use Case as defined below) applies to all Red Hat OpenShift Container Platform offerings and additional Use Cases apply to the Red Hat OpenShift Container Platform offerings as noted below. Red Hat OpenShift Container Platform for RHEL and Container Platform for RHEL are layered products and require a separate paid and active Software Subscription to Red Hat Enterprise Linux for Virtual Datacenters with matching Support Levels for each Unit that deploys, installs, uses or executes such layered products.

2.1 Red Hat Enterprise Linux Server – CoreOS. Red Hat Enterprise Linux Server as included in Red Hat OpenShift

2. Red Hat OpenShift Container Platform 的计量单位和购买要求

表 2 列出了各种 Red Hat OpenShift Container Platform 订阅的计量单位、容量限制和有支持服务的使用案例。贵方须根据下表 2 中所述单位和其他参数，就每个单位购买适当数量和类型的软件订阅。Red Hat OpenShift Container Platform 用例（OCP 用例见下文定义）适用于所有 Red Hat OpenShift Container Platform 商品/服务，附加用例适用于下述 Red Hat OpenShift Container Platform 商品/服务。Red Hat OpenShift Container Platform for RHEL 和 Container Platform for RHEL 是分层产品，要求 Red Hat Enterprise Linux for Virtual Datacenters 单独的付费且有效软件订阅，并针对部署、安装、使用或执行此类分层产品的每个单位带有配套的支持级别。

2.1 Red Hat Enterprise Linux Server – CoreOS. Red Hat Enterprise Linux Server 包含在 Red Hat OpenShift Container

Container Platform may be deployed using RPM package manager or in a host mode intended to run containers (aka "**Red Hat Enterprise Linux CoreOS**"). Red Hat Enterprise Linux CoreOS mode is an optional image based delivery, deployment and updating mechanism designed to support container based environments. Each deployment of Red Hat Enterprise Linux, regardless of the method (including containers), constitutes a Unit.

Platform 中，可以使用 RPM 包管理器，或在主机模式下部署来运行容器（即"**Red Hat Enterprise Linux CoreOS**）。Red Hat Enterprise Linux CoreOS 模式是一个可选的基于图像的交付、部署和更新机制，旨在支持基于容器的环境。不管使用哪种方法（包括容器），每一个 Red Hat Enterprise Linux 的部署都构成一个单元。

2.2 Red Hat OpenShift Data Foundation. Red Hat OpenShift Data Foundation is an Add-on Subscription to Red Hat OpenShift Container Platform. For any Cluster of Red Hat OpenShift Container Platform that uses or executes Red Hat OpenShift Data Foundation, you agree to purchase an equal amount of Units and Capacity of Red Hat OpenShift Container Platform and Red Hat OpenShift Data Foundation for such Cluster.

2.2 Red Hat OpenShift Data Foundation。Red Hat OpenShift Data Foundation 是 Red Hat OpenShift Container Platform 的附加订阅。对于使用或执行 Red Hat OpenShift Data Foundation 的任何 Red Hat OpenShift Container Platform 集群，贵方同意为此类集群购买等量的 Red Hat OpenShift Container Platform 和 Red Hat OpenShift Data Foundation 的单位和容量。

Table 2

Software Subscription (Note 1 below)	Unit of Measure	Capacity for Socket-based SKUs		Supported Use Case
		Sockets	Virtual Nodes	
Red Hat OpenShift Container Platform	Physical Node	Socket-pair	Unlimited Virtual Guests	Red Hat OpenShift Container Platform will only be supported (this Use Case is collectively the "**OCP Use Case**") when used as a platform as a service on Supported Configurations. Running other applications and/or programs of any type on the operating environment can have a negative impact on the function and performance. Third party operators are not supported. The Multicloud Object Gateway included in Red Hat OpenShift Data Foundation may be used for Migration purposes with the Migration Toolkit included with Red Hat OpenShift Container Platform without the need for an active paid subscription for Red Hat OpenShift Data Foundation for such use. Red Hat JBoss Web Server is only supported to run Red Hat OpenShift Container Platform components.
Red Hat OpenShift Container Platform for RHEL	Physical Node	Socket-pair	Unlimited Virtual Guests	
Red Hat OpenShift Container Platform (Bare Metal Node) Red Hat OpenShift Platform Plus (Bare Metal Node)	Physical Node	Socket-pair with up to 64 Cores	None	This Red Hat Product will only be supported when installed and running on physical hardware and not when running as a virtual image or on a public cloud. OCP Use Case
Red Hat OpenShift for NFV Applications	Physical Node	Socket-pair	Unlimited Virtual Guests	This Red Hat Product is only supported for the deployment of virtualized and containerized telecommunication services or network functions that deliver consumer services, business services, mobile services, video/content services, telecommunication workloads and IoT services. Examples of use cases that are not supported are nodes running general purpose IT or Enterprise applications in central or regional data center deployments, nodes running developer features/services or application development workloads, and nodes running databases, web applications, or file services. Third party operators are not supported. OCP Use Case
Red Hat OpenShift Container Platform (Bastion Node)	Physical Node	Socket-pair	N/A	Red Hat OpenShift Container Platform "Bastion Nodes" are supported when Red Hat Enterprise Linux is used to host the scripts, files, and other tools to provision the bootstrap, control-plane, and compute nodes for Red Hat OpenShift Container Platform. Containerized workloads are not supported on Bastion Nodes.
Red Hat OpenShift Data Foundation Essentials (formerly known as Red Hat OpenShift Container Storage)	Physical Node (see Note 4)	Socket-pair	N/A	This Red Hat Product is only supported when used as a storage system with Red Hat OpenShift Container Platform or Red Hat OpenShift Platform Plus, deployed as containers within an OpenShift Cluster ("**ODF Essentials Use Case**").

Software Subscription (Note 1 below)	Unit of Measure	Capacity for Socket-based SKUs		Supported Use Case
		Sockets	Virtual Nodes	
Red Hat OpenShift Data Foundation Advanced	Physical Node (see Note 4)	Socket-pair	N/A	This Red Hat Product is only supported when used as a storage system with Red Hat OpenShift Container Platform or Red Hat OpenShift Platform Plus, deployed either as (a) containers within an OpenShift Cluster, or (b) on Physical Nodes outside of the OpenShift cluster. When deployed on a Physical Node, the Subscription is supported on server hardware, but not on desktops or workstations. The Red Hat OpenShift Data Foundation Advanced edition extends the supported use cases for OpenShift Data Foundation Essentials, adding support for enhanced data encryption, disaster recovery, and data sharing across multiple OpenShift clusters and non-OpenShift clusters ("**ODF Advanced Use Case**").
Red Hat OpenShift Container Platform Red Hat OpenShift Platform Plus	Virtual Node	2 Cores or 4 vCPUs	One Virtual Guest	OCP Use Case
Red Hat OpenShift Container Platform	Virtual Node or Physical Node	Core Band	Unlimited Virtual Guests	
Red Hat OpenShift Data Foundation Essentials	Virtual Node (see Note 4)	2 Cores or 4 vCPUs	One (1) Virtual Node	ODF Essentials Use Case
Red Hat OpenShift Data Foundation Advanced	Virtual Node (see Note 4)	2 Cores or 4 vCPUs	One (1) Virtual Node	ODF Advanced Use Case
Red Hat OpenShift Container Platform for Power Red Hat OpenShift Kubernetes Engine for Power	Virtual Node	2 Cores or 4 vCPUs	One (1) Virtual Node	OCP Use Case
Red Hat OpenShift Container Platform for for IBM Z and IBM LinuxOne Red Hat OpenShift Kubernetes Engine for IBM Z and IBM LinuxOne	Virtual Node	1 Core	One (1) Virtual Node	These Red Hat Products will only be supported when deployed on Red Hat supported KVM hypervisor running in an IBM Z L-PAR.
Red Hat OpenShift Kubernetes Engine (formerly known as Red Hat OpenShift Container Engine)	Virtual Node	2 Cores or 4 vCPUs	One (1) Virtual Guest	This Red Hat Product is only supported as described in the OCP Use Case with respect to the components that are set forth at https://access.redhat.com/support/offerings/openshift-engine/sla/. Third party operators are not supported.
Red Hat OpenShift Container Platform with Application Runtimes (Note 2)	Physical Node	Core Band	Unlimited Virtual Guests	OCP Use Case
Red Hat OpenShift Container Platform with Integration (Note 2)				
Red Hat OpenShift Container Platform with Process Automation (Note 2)				
Red Hat OpenShift Container Platform with Application Services Portfolio (Note 2)				
Red Hat OpenShift Platform (Bastion Node)	Physical Node	Core Band	N/A	Red Hat OpenShift Container Platform Bastion nodes are supported when Red Hat Enterprise Linux is used to host the scripts, files, and other tools to provision the bootstrap, control-plane, and compute nodes for Red Hat OpenShift Container Platform. Containerized workloads are not supported on Bastion Nodes.

Software Subscription (Note 1 below)	Unit of Measure	Capacity for Socket-based SKUs		Supported Use Case
		Sockets	Virtual Nodes	
Red Hat OpenShift Data Foundation Expansion Pack	Cluster	Storage Band	N/A	Red Hat OpenShift Data Foundation Expansion Pack entitles support for additional storage (as set forth in the product description) for Red Hat OpenShift Container Platform Clusters.

Note 1: Unless otherwise stated in an Order Form, one (1) Core is equivalent to two (2) vCPUs with hyper-threading active for the Red Hat Products in this Exhibit 1.B.

Note 2: There are two pools of Cores included in these Bundled Red Hat Products, one pool of Cores for any combination of Red Hat Application Services products and one pool of Cores for OpenShift Container Platform. You may use up to the number of Cores that you purchase in the Core Band(s) (a) for Red Hat Application Services products included in these Bundles and (b) for OpenShift Container Platform deployments (in a minimum of 2 Core allocations per Unit).

Note 3: Red Hat OpenShift includes Red Hat OpenShift Virtualization which is designed to run and manage virtual instances. Red Hat OpenShift Virtualization is supported only when Red Hat OpenShift is installed on the bare metal server and is not installed within a virtual machine. The included Red Hat Enterprise Linux software is supported solely when used as the guest operating system within virtual machines hosted on Red Hat OpenShift Virtualization. Red Hat OpenShift Virtualization includes Red Hat JBoss Enterprise Application Platform solely supported to run certain utilities in Red Hat OpenShift Virtualization.

Note 4: Each Red Hat OpenShift Container Platform Cluster with the Red Hat OpenShift Data Foundation Add-on is entitled up to 256 TB of storage capacity. Additional OpenShift Data Foundation storage capacity for Red Hat OpenShift Container Clusters requires the purchase of Red Hat OpenShift Data Foundation Capacity Expansion Packs.

表 **2**

软件订阅（下文注 **1**）	计量单位	基于插槽的 **SKU** 的容量		有支持服务的用例
		插槽	虚拟节点	
Red Hat OpenShift Container Platform	物理节点	插槽对	无限虚拟客户机	只有在支持的配置上用作平台即服务时，才会支持 Red Hat OpenShift Container Platform（此用例统称“**OCP 用例**”）。在操作环境上运行任何类型的其他应用和程序可能会对功能和性能产生负面影响。不支持第三方操作。Red Hat OpenShift Data Foundation 中包含的 Multicloud Object Gateway 可用于通过 Red Hat OpenShift Container Platform 包含的 Migration Toolkit 进行迁移，不需要为此用途而进行 Red Hat OpenShift Data Foundation 的有效付费订阅。Red Hat JBoss Web Server 受支持，仅为运行 Red Hat OpenShift Container Platform 组件。
Red Hat OpenShift Container Platform for RHEL	物理节点	插槽对	无限虚拟客户机	
Red Hat OpenShift Container Platform（裸金属节点） Red Hat OpenShift Platform Plus（裸金属节点）	物理节点	插槽对 最多支持 64 个核心	无	此红帽产品将仅在物理硬件上安装和运行时受支持，作为虚拟镜像运行或在公共云上运行时不受支持。 OCP 用例
Red Hat OpenShift for NFV Applications	物理节点	插槽对	无限虚拟客户机	此红帽产品仅支持部署虚拟化和容器化的电信网络通信服务或网络功能，这些功能可提供消费者服务、业务服务、移动服务，视频/内容服务、电信工作负载和物联网服务。无支持服务的用例示例包括在中央或区域数据中心部署中运行通用 IT 或 Enterprise 应用程序的节点，运行开发人员功能/服务或应用程序开发工作负载的节点，以及运行数据库、Web 应用程序或文件服务的节点。不支持第三方操作。 OCP 用例
Red Hat OpenShift Container Platform（Bastion 节点）	物理节点	插槽对	不适用	当 Red Hat Enterprise Linux 用于托管脚本、文件和其他工具来为 Red Hat OpenShift Container Platform 提供引导、控制平面和计算节点时，Red Hat OpenShift Container Platform“Bastion节点”受支持。Bastion 节点不支持容器化工作负载。
Red Hat OpenShift Data Foundation Essentials（以前为 Red Hat OpenShift Container Storage）	物理节点（见备注 4）	插槽对	不适用	此 Red Hat产品仅在用作 Red Hat OpenShift Container Platform 或 Red Hat OpenShift Platform Plus 的存储系统时受支持，部署为 OpenShift Cluster 集群内的容器（“**ODF Essentials 用例**”）。
Red Hat OpenShift Data Foundation Advanced	物理节点（见备注 4）	插槽对	不适用	此 Red Hat 产品仅在用作 Red Hat OpenShift Container Platform 或 Red Hat OpenShift Platform Plus 的存储系统时受支持，部署为 (a) OpenShift 集群内的容器；或 (b) OpenShift 集群外的物理节点。当部署在物理节点上时，订阅在服务器硬件上受支持，但在台式机或工作站上不受支持。Red Hat OpenShift Data Foundation Advanced 版本扩展了 OpenShift Data Foundation Essentials 支持的用例，增加了对跨多个 OpenShift 集群和非 OpenShift 集群的增强数

软件订阅 （下文注 1）	计量单位	基于插槽的 SKU 的容量		有支持服务的用例
		插槽	虚拟节点	
				据加密、灾难恢复和数据共享的支持（**“ODF Advanced 用例”**）。
Red Hat OpenShift Container Platform Red Hat OpenShift Platform Plus	虚拟节点	2 个核心 或 4 个 vCPU	一个虚拟客户机	OCP 用例
Red Hat OpenShift Container Platform	虚拟节点或物理节点	核心频带	无限虚拟客户机	
Red Hat OpenShift Data Foundation Essentials	虚拟节点 （见备注 4）	2 个核心 或 4 个 vCPU	一 (1) 个虚拟节点	ODF Essentials 用例
Red Hat OpenShift Data Foundation Advanced	虚拟节点 （见备注 4）	2 个核心或 4 个 vCPU	一 (1) 个虚拟节点	ODF Advanced 用例
Red Hat OpenShift Container Platform for Power Red Hat OpenShift Kubernetes Engine for Power	虚拟节点	2 个核心 或 4 个 vCPU	一 (1) 个虚拟节点一个虚拟客户机	OCP 用例
Red Hat OpenShift Container Platform for IBM Z and IBM LinuxOne Red Hat OpenShift Kubernetes Engine for IBM Z and IBM LinuxOne	虚拟节点	1 个核心	一 (1) 个虚拟节点	这些红帽产品仅在部署于红帽支持的 KVM hypervisor（在 IBM Z L-PAR 中运行）上时才会受支持。
Red Hat OpenShift Kubernetes Engine（以前为 Red Hat OpenShift Container Engine）	虚拟节点	2 个核心 或 4 个 vCPU	一 (1) 个虚拟客户机	如 OCP 用例中所示，此红帽产品仅支持 https://access.redhat.com/support/offerings/openshift-engine/sla/ 中列出的组件。不支持第三方操作。
Red Hat OpenShift Container Platform with Application Runtimes（注 2）	物理节点	核心频带	无限的 虚拟客户机	OCP 用例
Red Hat OpenShift Container Platform with Integration（注 2）				
Red Hat OpenShift Container Platform with Process Automation（注 2）				
Red Hat OpenShift Container Platform with Application Services Portfolio（注 2）				
Red Hat OpenShift Container Platform	物理节点	插槽对	不适用	当 Red Hat Enterprise Linux 用于托管脚本、文件和其他工具来为 Red Hat OpenShift Container Platform 提供引导、控制平面

软件订阅 （下文注 1）	计量单位	基于插槽的 SKU 的容量		有支持服务的用例
		插槽	虚拟节点	
（Bastion 节点）				和计算节点时，Red Hat OpenShift Container Platform“Bastion 节点”受支持。Bastion 节点不支持容器化工作负载。
Red Hat OpenShift Data Foundation 扩展包	集群	存储频带	不适用	Red Hat OpenShift Data Foundation 扩展包可为 Red Hat OpenShift Container Platform Clusters 的额外存储（如产品说明中所述）提供支持。

备注 1：除非订购单中另有规定，否则对于附录 1.B. 中的红帽产品而言，一 (1) 个核心等于两 (2) 个超线程技术的 vCPU。
备注 2：这些捆绑式红帽产品包含两个核心池，一个用于 Red Hat Application Services产品任意组合的核心池，以及一个用于 OpenShift Container Platform 的核心池。对于用于 (a) 这些捆绑中包含的 Red Hat Application Services 产品以及 (b) OpenShift Container Platform 部署（每个单位至少 2 个核心分配）的核心频带，您最多可以使用核心频带中购买的核心数量。
备注 3：Red Hat OpenShift 包含专门用于运行和管理虚拟实例的Red Hat OpenShift Virtualization。Red Hat OpenShift Virtualization 仅在 Red Hat OpenShift 安装于裸金属服务器上，而非安装在虚拟机内时，才会受支持。包含的 Red Hat Enterprise Linux 软件仅在用作托管于 Red Hat OpenShift Virtualization 上的虚拟机内的客机操作系统时才会受支持。Red Hat Virtualization 包括 Red Hat JBoss Enterprise Application Platform，支持仅限于在 Red Hat Virtualization 内运行某些实用程序。
备注 4：每个带有 Red Hat OpenShift Data Foundation 附加订阅的 Red Hat OpenShift Container Platform Cluster 都可以获得最大 256 TB 的存储容量。Red Hat OpenShift Container Clusters 若需要额外的 OpenShift Data Foundation 存储容量，则需要购买 Red Hat OpenShift Data Foundation Capacity 扩展包。

3. Unit of Measure and Purchasing Requirements for Red Hat Quay.

Table 3 sets forth the Units of measure and Supported Use Cases for the Red Hat Quay Subscriptions. Red Hat Quay is an Add-On Subscription.

3. Red Hat Quay 的计量单元和购买要求

表 3 列出了 Red Hat Quay 订阅的计量单元和支持的用例。Red Hat Quay 是一个附加订阅。

Table 3

Software Subscription	Unit of Measure	Supported Use Case
Red Hat Quay	Deployment	These Red Hat Products will only be supported when used on a Supported Configurations. Running other applications and/or programs of any type on the operating environment can have a negative impact on the function and/or performance.

表 3

软件订阅	计量单位	有支持服务的使用案例
Red Hat Quay	部署	仅在支持的配置上使用时，才支持这些红帽产品。在操作环境中运行任何类型的其他应用程序和/或程序可能对功能和/或性能产生负面影响。

EXHIBIT 1.C
RED HAT DATA SERVICES AND STORAGE SUBSCRIPTIONS

附件 1.C
RED HAT DATA SERVICES和 STORAGE 订阅

This Exhibit 1.C. governs your use of the Red Hat products as described below. References to "**Red Hat Data Services and Storage Subscriptions**" refer to both product lines.

本附件 1.C. 适用于贵方使用下列 Red Hat产品和相关商品/服务。提及"**Red Hat Data Services 和 Storage 订阅**"时是指两个产品系列。

1. Unit of Measure and Purchasing Requirements for Red Hat Storage Services.

Table 3 sets forth the support level, Unit of measure and Supported Use Case for various Red Hat Data Services and Storage Subscriptions. You must purchase the appropriate number and type of these Software Subscriptions based on the Unit and other parameters described in Table 3 below. In addition, the following terms apply:

(a) Red Hat Gluster Storage includes management tools to manage one or more instances of Red Hat Gluster Storage.

(b) Red Hat Ceph Storage Software Subscriptions are priced based on the total amount of storage capacity. Each Red Hat Ceph Storage Software Subscription supports up to a certain number of Physical Nodes or Virtual Nodes. Should the number of Physical or Virtual Nodes be consumed before the Storage Band capacity is reached, you may upgrade to the next Storage Band to receive additional Physical or Virtual Nodes.

1. Red Hat Storage Services 的计量单位和购买要求。

表 3 列出了各种 Red Hat Data Services和Storage 订阅的支持级别、计量单位和有支持服务的使用案例。贵方须根据下表 3 中所述单位和其他参数，购买适当数量和类型的此等软件订阅。此外，适用以下条款：

(a) Red Hat Gluster Storage 包括管理 Red Hat Gluster Storage 的一个或多个实例的管理工具。

(b) Red Hat Ceph Storage 软件订阅基于储存容量的总量定价。每个 Red Hat Ceph Storage 软件订阅都支持不超过一定数量的物理节点或虚拟节点。如果在达到储存频带容量之前用尽物理或虚拟节点的数量，则贵方可升级到下一个储存频带以接收更多的物理或虚拟节点。

Table 3

Software Subscription	Unit of Measure	Supported Use Case
Red Hat Gluster Storage	Physical Node or Storage Band	Red Hat Storage is intended to be used as a storage system and will be supported only when used as a storage node. These Subscriptions are not supported on non-server hardware such as desktops or workstations and are intended for use on a dedicated Physical Node; running other applications and/or programs of any type on the Physical Node can have a negative impact on the function and/or performance of the Subscription. Each Subscription includes one Software Subscription to Red Hat Enterprise Linux Server and the Scalable File System Add-on, which are supported solely in connection with the use of the respective Red Hat Storage Subscription. Red Hat Gluster Storage Module does not include a Red Hat Enterprise Linux Software Subscription which must be purchased separately. (collectively "Storage Node Use Case")
Red Hat Gluster Storage Module		
Red Hat Ceph Storage		
Red Hat Gluster Storage Pre-Production		These Pre-Production Subscriptions are subject to Red Hat Storage Node Use Case, provided that Support is only provided for Pre-Production Purposes (defined below).*
Red Hat Ceph Storage Pre-Production		
Red Hat Gluster Storage for Public Cloud	Virtual Node	Red Hat Gluster Storage for Public Cloud is subject to Storage Node Supported Use Case. When running in Amazon Web Services, an EC2 M1 Large dedicated instance is required in order to be supported. Running other applications and/or programs of any type on the same instance can have a negative impact on the function and/or performance of the Red Hat Gluster Storage for Public Cloud and is not a Supported Use Case.
Red Hat Hyperconverged Infrastructure for Virtualization	Physical Node	Red Hat Hyperconverged Infrastructure is only supported when used as an integrated compute plus storage infrastructure. These Software Subscriptions are supported on server hardware but not on desktops or workstations. Support is provided for a minimal deployment of three (3) Nodes.

*****"**Pre-Production Purposes**" consists of assistance with issues relating to the installation, configuration, administrative tasks and basic trouble-shooting of the Red Hat Ceph Storage or Red Hat Gluster Storage Software components prior to deployment in a production environment, but it does not include architectural design reviews or advice, advanced configuration topics, performance analysis or reviews.

Note 1: Standard or Premium Support levels are available for all Software Subscriptions listed in Table 1 above except for Red Hat Gluster Storage Pre-Production and Red Hat Ceph Storage Pre-Production. Red Hat Gluster Storage Pre-Production and Red Hat Ceph Storage Pre-Production only provide Standard Support level.

表 3

软件订阅	**计量单位**	**有支持服务的使用案例**
Red Hat Gluster Storage	物理节点或储存频带	Red Hat Storage 预期用作储存系统，因此仅当用作储存节点时才获得支持。这些订阅在非服务器硬件（如桌面或工作站）上不受支持，并且预期用于专用的物理节点；在物理节点上运行任何类型的其他应用和/或程序可能对订阅的功能和/或性能产生负面影响。每个订阅包括对 Red Hat Enterprise Linux Server 和 Scalable File System 附加装置的一个软件订阅，仅在与使用各 Red Hat Storage 订阅相关时才受支持。Red Hat Gluster Storage Module 不包括必须单独购买的 Red Hat Enterprise Linux 软件订购（统称为“**储存节点用例**”）。
Red Hat Gluster Storage Module		
Red Hat Ceph Storage		
Red Hat Gluster Storage Pre-Production		这些预生产订阅应遵循 Red Hat 储存节点用例，但是仅针对预生产目的（定义如下）提供支持。*
Red Hat Ceph Storage Pre-Production		
Red Hat Gluster Storage for Public Cloud	虚拟节点	Red Hat Gluster Storage for Public Cloud 应遵循储存节点有支持服务的用例。在 Amazon Web Services 中运行时，要求 EC2 M1 Large 专用实例才能获得支持。在同一实例上运行任何类型的其他应用和/或程序可能会对 Red Hat Gluster Storage for Public Cloud 的功能和/或性能产生负面影响，并且不是有支持服务的使用案例。
Red Hat Hyperconverged Infrastructure for Virtualization	物理节点	Red Hat Hyperconverged Infrastructure 仅在用作集成计算加储存的基础设施时才受支持。这些软件订阅在服务器硬件上受支持，但在桌面或工作站上不受支持。为最小的三 (3) 个节点部署提供支持。

*“**预生产目的**”包括在生产环境中部署之前协助解决与 Red Hat Ceph Storage 或 Red Hat Gluster Storage 软件组件的安装、配置、管理任务和基本故障排除有关的问题，但不包括架构设计审查或建议、高级配置主题、性能分析或审查。

注 1：标准级或高级支持级别适用于上文表 1 中列出的所有软件订阅，但 Red Hat Gluster Storage Pre-Production 和 Red Hat Ceph Storage Pre-Production 除外。Red Hat Gluster Storage Pre-Production 和 Red Hat Ceph Storage Pre-Production 仅提供标准支持级别。

This Exhibit 1.D. to Product Appendix 1 governs your use of the Red Hat Smart Management, Red Hat CloudForms, Red Hat Ansible product lines and related offerings.

产品附录 1 的本附件 1.D. 适用于贵方使用 Red Hat Smart Managemen、Red Hat CloudForms、Red Hat Ansible 产品系列及相关商品/服务。

1. Red Hat Smart Management, Red Hat Satellite and Red Hat Capsule

1.1 Red Hat Smart Management. Red Hat Smart Management is an infrastructure management offering for Red Hat Enterprise Linux and other Red Hat infrastructure environments consisting of fifty (50) entitlements of Red Hat Satellite, or, Red Hat Satellite Capsule and access to a Red Hat Portal(s).

1.2 Units of Measure and Purchasing Requirements. You must purchase the appropriate number and type of Red Hat Smart Management Subscriptions based on the Unit and Supported Use Cases described in Table 1 below.

1. Red Hat Smart Management、Red Hat Satellite 和 Red Hat Capsule

1.1 Red Hat Smart Management。Red Hat Smart Management 是一种基础设施管理产品，适用于 Red Hat Enterprise Linux 和其他红帽基础设施环境，包括 Red Hat Satellite 或 Red Hat Satellite Capsule 的五十 (50) 项授权以及访问红帽的一个或多个门户。

1.2 计量单位和购买要求。贵方须根据下表 1 中所述单位和有支持服务的使用案例，购买适当数量和类型的 Red Hat Smart Management 订阅。

Table 1

Software Subscription	Unit	Supported Use Case
Red Hat Satellite, Red Hat Satellite Capsule and Red Hat Satellite Proxy (included in Red Hat Smart Management Subscriptions)	System	Red Hat only provides Subscription Services for Red Hat Satellite, Red Hat Satellite Capsule or Red Hat Satellite Proxy when used on a System or Physical Node that is a server. Red Hat only provides Subscription Services for Red Hat Satellite Capsule and Red Hat Satellite Proxy when deployed with Red Hat Satellite. Red Hat Satellite includes a subscription for Red Hat Enterprise Linux for the purposes of running Red Hat Satellite.
Red Hat Smart Management	Managed Node	Red Hat Smart Management entitlements are required for each Unit of Red Hat Enterprise Linux that is managed by Red Hat Satellite Capsule, Red Hat Satellite Proxy and/or Red Hat Satellite. Red Hat Smart Management entitlements may be used with Red Hat Portal directly.
Red Hat Smart Management for non-RHEL	Managed Node	Red Hat Smart Management for non-RHEL entitlements are required for each Unit of non-RHEL that is managed by Red Hat Satellite Capsule, Red Hat Satellite Proxy and/or Red Hat Satellite. Red Hat only provides support for the Red Hat Smart Management functionality and does not support the installation, configuration, connectivity or other general use of the non-RHEL Managed Node. Red Hat Smart Management entitlements may be used with Red Hat Portal directly.

表 1

软件订阅	单位	有支持服务的使用案例
Red Hat Satellite、Red Hat Satellite Capsule 和 Red Hat Satellite Proxy（含在Red Hat Smart Management 订阅中）	系统	在作为服务器的系统或物理节点上使用时，红帽仅提供 Red Hat Satellite、Red Hat Satellite Capsule 或 Red Hat Satellite Proxy 的订阅服务。当与 Red Hat Satellite 一起部署时，红帽仅提供 Red Hat Satellite Capsule 和 Red Hat Satellite Proxy 的订阅服务。 Red Hat Satellite包括一个Red Hat Enterprise Linux订阅，用于运行Red Hat Satellite。
Red Hat Smart Management	受管节点	Red Hat Satellite Capsule 、Red Hat Satellite Proxy 和/或 Red Hat Satellite 所管理的 Red Hat Enterprise Linux 的每个单位，均要求 Red Hat Smart Management 权利。Red Hat Smart Management 权利可直接通过红帽门户使用。
Red Hat Smart Management for non-RHEL	受管节点	Red Hat Satellite Capsule 、Red Hat Satellite Proxy 和/或 Red Hat Satellite 所管理的 non-RHEL 的每个单位，均要求 Red Hat Smart Management for non-RHEL 权利。红帽仅提供 Red Hat Smart Management 功能支持，不支持 non-RHEL 所管理节点的安装、配置、连接或其他一般用途。Red Hat Smart Management 权利可直接通过红帽门户使用。

2. Red Hat CloudForms

2.1 Units of Measure and Purchasing Requirements. Table 2 sets forth the Unit of measure and Supported Use Cases for various Red Hat Management Subscriptions. You must purchase the appropriate number and type of these Subscriptions based on the Unit and other parameters described in Table 2. For Virtual Nodes managed by CloudForms in a CloudForms enabled public cloud, you need to purchase Units equal to either (at your option), (a) the actual number of Units or (b) the average daily maximum Virtual Nodes managed by CloudForms in the previous 365 days. If 365 days of usage history is not available, you may use the average usage history period that is available. If managing Virtual Nodes on a public cloud, you must confirm that a specific public cloud is Red Hat CloudForms enabled.

2. Red Hat CloudForms

2.1 计量单位和购买要求。表 2 列出了各种 Red Hat Management 订阅的计量单位和有支持服务的使用案例。贵方须根据表 2 中所述单位和其他服务参数，购买适当数量和类型的此等订阅。对于在 CloudForms 启动的公共云中由 CloudForms 管理的虚拟节点，贵方需要购买的单位等于（由贵方选择）：(a) 单位的实际数量；或 (b) 在过去 365 天中由 CloudForms 管理的日均最大虚拟节点。如果不能获得 365 天的使用历史，贵方可以使用可获得的平均使用历史周期。如果管理公共云上的虚拟节点，则贵方须确认具体的公共云是由 Red Hat CloudForms 启动。

Table 2

Software Subscription	Unit of Measure	Capacity		Use Case
		Socket(s)	Managed Nodes	
Red Hat CloudForms	Managed Node: (Physical Node or Virtual Node)	Socket-pair for each Physical Node or Sixteen (16) Virtual Nodes		Red Hat only provides Subscription Services for Red Hat CloudForms Software when deployed on (a) a System or Physical Node that is a server and (b) Virtual Nodes if they are running on-premise or on a Red Hat CloudForms enabled public cloud. Red Hat Enterprise Linux is the only supported operating system for Red Hat CloudForms Subscriptions.

表 2

软件订阅	计量单位	容量		使用案例
		插槽	受管节点	
Red Hat CloudForms	受管节点：（物理节点或虚拟节点）	针对每个物理节点的插槽对 或十六 (16) 个虚拟节点		当部署在 (a) 作为服务器的系统或虚拟节点上；以及 (b)预置型或在 Red Hat CloudForms 启动的公共云上运行的虚拟节点上，红帽仅提供 Red Hat CloudForms 软件的订阅服务。Red Hat Enterprise Linux 是 Red Hat CloudForms 订阅唯一有支持服务的操作系统。

3. Red Hat Ansible Automation Platform Subscriptions

3.1 Units of Measure and Purchasing Requirements. Table 3 sets forth the Unit of measure and Supported Use Cases for Red Hat Ansible Automation Platform Subscriptions. You must purchase the appropriate number and type of these Subscriptions based on the Unit and other parameters described in Table 3 below.

3. Red Hat Automation Platform 订阅

3.1 计量单位和购买要求。表 3 列出了 Red Hat Ansible Automation Platform 订阅的计量单位和有支持服务的使用案例。贵方必须根据下表 3 中所述的单位和其他参数，购买适当数量和类型的此等订阅。

Table 3

Software Subscription	Unit	Supported Use Case
Red Hat Ansible Automation Platform	Managed Node (see Note 1)	Red Hat only provides Subscription Services for Red Hat Ansible Automation Platform Software (a) when used on a system that is a server and (b) on platforms that are Supported Configurations. Support of Red Hat Ansible Automation Platform Software does not include Subscription Services for Ansible Project Software. At its sole discretion, Red Hat may provide assistance with Ansible Project Software, solely to the extent required to run Red Hat Ansible Automation Platform Software. Red Hat Ansible Automation Platform includes a subscription for Red Hat Enterprise Linux or Red Hat OpenShift Container Platform for the purposes of running Red Hat Ansible Automation Platform. Red Hat provides Subscription Services for Ansible Automation Platform Software (a) on systems that are supported platforms set forth at https://access.redhat.com/articles/3168091 and (b) modules identified via Section 4 above. The Support of Red Hat Ansible Automation Platform does not include the creation, maintenance, support or services related to customer playbooks and/or roles, or Ansible Project Software.
Red Hat Ansible Automation Platform Academic Site Subscription	FTEs	

Note 1: Managed Node includes each Node managed by Ansible Automation during the term of the Software Subscription.

表 3

软件订阅	单位	有支持服务的使用案例
Red Hat Ansible Automation Platform	受管节点（见注 1）	Red Hat Ansible Automation Platform 软件 仅(a) 在作为服务器的系统上使用时；并且 (b) 在作为受支持配置的平台上使用时，红帽才会提供该软件的订阅服务。Red Hat Ansible Automation Platform 软件的支持不包括 Ansible Project 软件的订阅服务。红帽可酌情提供 Ansible Project 软件的协助，但仅在运行 Red Hat Ansible Automation Platform 软件所必需的情况下。 Red Hat Ansible Automation Platform 包括一个Red Hat Enterprise Linux 或 Red Hat OpenShift Container Platform 订阅，用于运行 Red Hat Ansible Automation Platform。 红帽对下列情况下的 Ansible Automation Platform 软件提供订阅服务：(a) 用在作为 https://access.redhat.com/articles/3168091 上规定的受支持平台的系统上；以及 (b) 经由上述第 4 节界定的模块。Red Hat Ansible Automation Platform 的支持不包括与客户手册和/或角色或 Ansible Project 软件有关的创建、维护、支持或服务。
Red Hat Ansible Automation Platform Academic Site Subscription	FTE	

注 1：受管节点包括在软件订阅期内由 Ansible Automation 管理的各节点。

3.2 Red Hat Ansible Components. Red Hat Ansible Automation Platform Subscriptions provide access to additional software components (Certified Components and Community Components) with varying levels or no support as set forth at https://access.redhat.com/articles/3166901 ("**Ansible Support Matrix**"). "**Certified Components**" means third party components listed on the Ansible Support Matrix and maintained by such third party. "**Community Components**" means components (e.g., modules and plugins) that are created and submitted by community members. Red Hat will provide limited assistance for Certified Components solely to the extent required to run Red Hat Ansible Automation Platform but otherwise does not provide Support or Software Maintenance for Certified Components or Community Components. **"Ansible Project Software"** means the upstream open source community version of the Ansible deployment and configuration management engine.

3.2 Red Hat Ansible 组件。Red Hat Ansible Automation Platform 订阅提供对附加软件组件（已认证组件和社区组件）的访问，带有不同级别的支持或无支持，具体见 https://access.redhat.com/articles/3166901 （"**Ansible 支持矩阵**"）。"**已认证组件**"指在 Ansible 支持矩阵中列出的第三方组件并由该第三方进行维护。"**社区组件**"指社区成员创建和提交的组件（如模块、插件等）。红帽仅在运行 Red Hat Ansible Automation Platform 所需的情况下为已认证组件提供有限的协助，但不提供对已认证组件或社区组件的支持或软件维护。**"Ansible Project Software"**指 Ansible 部署和配置管理引擎的上游开源社区版本。

3.3 Data Analytics. Red Hat Ansible Automation Platform Software may collect and transmit usability data (including information identifying the source of that data) to Red Hat. Red Hat intends to use the data to enhance future releases of the Red Hat Ansible Automation Platform and help streamline customer experience and success. Usability data includes information such as dashboard items clicked in the Red Hat Ansible Automation Platform Software, amount of time spent on individual pages and paths taken throughout the Red Hat Ansible Automation Platform Software. Usability data is collected and transmitted to Red Hat via a javascript file that is downloaded to a customer's web-browser. The collection and transmission of such usability data is optional and you may (a) completely opt-out by editing the Red Hat Ansible Automation Platform Software configuration and restarting the Red Hat Ansible Automation Platform Software, or (b) choose between two opt-in scenarios: (i) "anonymous mode" that will provide usability data to Red Hat without any information identifying the source of that data, or (ii) "detail mode" that will provide usability data with the customer name to Red Hat. For Red Hat Ansible Automation Platform Software you may opt-out from usability data collection and transmission by following the directions found at: http://docs.ansible.com/ansible-tower/latest/html/administration/usability_data_collection.html.

3.3 数据分析。Red Hat Ansible Automation Platform 软件可收集和传输可用性数据（包括识别数据来源的信息）到红帽。红帽希望使用这些数据来增强 Red Hat Ansible Automation Platform 的未来发行版本，并帮助简化客户体验和成功。可用性数据包括的信息诸如：在 Red Hat Ansible Automation Platform 软件中点击的面板项目、在单个页面上花费的时间量，以及在整个 Red Hat Ansible Automation Platform 软件中走过的路径。可用性数据通过下载到客户网页浏览器的 javascript 文件收集并传输到红帽。此类可用性数据的收集和传输是可选的，贵方可以：(a) 通过编辑 Red Hat Ansible Automation Platform 软件配置并重新启动 Red Hat Ansible Automation Platform 软件，选择完全不参加；或 (b) 在两种参加方案之间进行选择：(i)"匿名模式"，它将可用性数据提供给红帽，但无任何识别数据来源的信息；或者 (ii)"细节模式"，其将可用性数据与客户名称一起提供给红帽。对于 Red Hat Ansible Automation Platform 软件，贵方可以按照 http://docs.ansible.com/ansible-tower/latest/html/administration/usability_data_collection.html 提供的指示，选择不参加可用性数据收集和传输。

3.4 Red Hat Ansible Automation Platform Software Life Cycle. The supported life cycle for Red Hat Ansible Automation Platform Software is set forth at: https://access.redhat.com/support/policy/update_policies.

3.4 Red Hat Ansible Automation Platform 软件生命周期。关于 Red Hat Ansible Automation Platform 软件的有支持服务的生命周期，参见 https://access.redhat.com/support/policy/update_policies。

4. Red Hat Advanced Cluster Management for Kubernetes Software Subscriptions

Table 4 sets forth the Unit of measure, Capacity and Supported Use Cases for Red Hat Advanced Cluster Management for Kubernetes. You must purchase the appropriate number and type of these Subscriptions based on the Unit and other parameters described in Table 4 below.

4. Red Hat Advanced Cluster Management for Kubernetes 软件订阅

表 4 列出了 Red Hat Advanced Cluster Management for Kubernetes 的计量单位、容量和支持的用例。贵方须根据下表 4 中所述单位和其他参数，购买适当数量和类型的软件订阅。

Table 4

Software Subscription	Unit	Capacity	Supported Use Case
Red Hat Advanced Cluster Management	Core Band	Two (2) Core Or Four (4) vCPUs	This product is supported when used in connection with Red Hat OpenShift platforms.
Red Hat Advanced Cluster Management for Kubernetes (Bare Metal Node)	Physical Node	Socket-pair with up to 64 Cores	This product is supported when used in connection with Red Hat OpenShift platforms when running on a Physical Node.

表 4

软件订阅	单位	容量	支持的用例
Red Hat Advanced Cluster Management	核心频带	两(2)个核心 或者 四(4)个 vCPU	与 Red Hat OpenShift Platform 结合使用时，该产品受支持。
Red Hat Advanced Cluster Management for Kubernetes（裸金属节点）	物理节点	插槽对 最多 64 个核心	当在物理节点上运行时，与 Red Hat OpenShift Platform 结合使用时，该产品受支持。

5. Unit of Measure and Purchasing Requirements for Red Hat Advanced Cluster Security for Kubernetes.

Table 5 sets forth the Units of Measure, Capacity limitations and Supported Use Cases for Red Hat Advanced Cluster Security for Kubernetes. You must purchase the appropriate number and type of Software Subscription(s) for each Unit, based on the Unit and other parameters described in Table 5.

5. Red Hat Advanced Cluster Security for Kubernetes的计量单位和购买要求。

表 5 列明了Red Hat Advanced Cluster Security for Kubernetes的计量单位、容量限制和支持的用例。贵方必须根据表 5 中所述的单位和其他参数为每个单位购买适当数量和类型的软件订阅。

Table 5

Software Subscription	Unit of Measure	Capacity	Supported Use Case
Red Hat Advanced Cluster Security for Kubernetes	Core Band	Two (2) Core	Red Hat Advanced Cluster Security for Kubernetes is supported when analyzing workloads running on current versions of Red Hat OpenShift Container Platform, Red Hat OpenShift for Kubernetes Engine and certain other Kubernetes implementations on Supported Configurations as set forth below. The Central (defined below) management platform is supported as set forth in Table 2.1 below.
Red Hat Advanced Cluster Security for Kubernetes (Bare Metal)	Physical Node	Socket-pair with up to 64 Cores	

表 5

软件订阅	计量单位	容量	支持的用例
Red Hat Advanced Cluster Security for Kubernetes	核心频带	两(2)个核心	分析以下列明的受支持配置上的 Red Hat OpenShift Container Platform、Red Hat OpenShift for Kubernetes Engine 以及某些其他 Kubernetes 实施的当前版本上运行的工作负载时，Red Hat Advanced Cluster Security for Kubernetes 将受支持。如下面的表 2.1 所示，支持 Central（定义如下）管理平台。
Red Hat Advanced Cluster Security for Kubernetes（裸金属）	物理节点	插槽对 最多 64 个核心	

5.1 Supported Configurations for Red Hat Advanced Cluster Security for Kubernetes.

5.1 Supported Configurations for Red Hat Advanced Cluster Security for Kubernetes. The following describes the platforms on which Red Hat Advanced Cluster Security for Kubernetes is supported.

5.1 Red Hat Advanced Cluster Security for Kubernetes的受支持的配置。以下说明了Red Hat Advanced Cluster Security for Kubernetes受支持的平台。

5.1.1 Red Hat Advanced Cluster Security for Kubernetes Architecture

Red Hat Advanced Cluster Security has two main architectural components with sub components as defined below and their supported platforms as set forth in Table 5.1.1 below:

- A server component called “**Central**” executes the scanner, persistent storage, API server, and user interface; and

5.1.1 Red Hat Advanced Cluster Security for Kubernetes架构

Red Hat Advanced Cluster Security具有两个主要的架构组件，其子组件定义如下，其受支持的平台如以下表 5.1.1 所示：

- 一个名为“**Central**”的服务器组件执行扫描程序、持久性存储、API 服务器和用户界面；以及

- A distributed framework for the Kubernetes clusters managed by Central, that includes three components "**Collector**" that runs on each node inside the clusters, a single "**Sensor**" that runs on each managed cluster, and a single "**Admission Controller**" that runs on each managed cluster.

- 由 Central 托管的 Kubernetes 集群的分布式框架，包括在集群内部每个节点上运行的**三个组件"Collector"，**在每个托管集群上运行的单个**"Sensor"**，以及在每个托管集群上运行的单个"**Admission Controller**"。

Table 5.1.1

Platform	**Support for Central**	**Support for Collector, Sensor and Admission Controller**
Red Hat OpenShift Container Platform (OCP) 3.11.z	No	Yes (see Note 1)
Red Hat OpenShift Container Platform (OCP) 4.x 9 (see Note 2)	Yes	Yes
Red Hat OpenShift Kubernetes Engine (OKE) 4.x (see Note 2)	No	Yes
IBM Red Hat OpenShift Kubernetes Services 4.x (ROKS)	No	Yes
Amazon Elastic Kubernetes Service (Amazon EKS) (Kubernetes 1.15and later)	No	Yes
Google Kubernetes Engine (Google GKE) (Kubernetes 1.15 and later)	No	Yes
IBM Cloud Kubernetes Service (Kubernetes 1.15 and later)	No	Yes
Microsoft Azure Kubernetes Service (Microsoft AKS) (Kubernetes 1.15 and later)	No	Yes

Note 1: The Red Hat Advanced Cluster Security for Kubernetes (ACS) Admission Controller is not supported on Red Hat OpenShift Container Platform 3.11.z. This only limits some of the feature capabilities related to event monitoring based on port forwards and system execs.
Note 2: Red Hat OpenShift Container Platform 4.x and Red Hat OpenShift Kubernetes Engine 4.x have a rolling support window wherein 3 versions are supported at any given time plus an OpenShift Container Platform Extended Update Support release.

表 5.1.1

平台	**对 Central 支持**	**对 Collector、Sensor 以及 Admission Controller 的支持**
Red Hat OpenShift Container Platform (OCP) 3.11.z	否	是（请参阅备注 1）
Red Hat OpenShift Container Platform (OCP) 4.x 9（请参阅备注 2）	是	是
Red Hat OpenShift Kubernetes Engine (OKE) 4.x（请参阅备注 2）	否	是
IBM Red Hat OpenShift Kubernetes Services 4.x (ROKS)	否	是
Amazon Elastic Kubernetes Service (Amazon EKS)（Kubernetes 1.15 及高版本）	否	是
Google Kubernetes Engine (Google GKE)（Kubernetes 1.15 及更高版本）	否	是
IBM Cloud Kubernetes Service（Kubernetes 1.15 及更高版本）	否	是
Microsoft Azure Kubernetes Service (Microsoft AKS)（Kubernetes 1.15 及更高版本）	否	是

备注 1：Red Hat Advanced Cluster Security for Kubernetes (ACS) Admission Controller 在 Red Hat OpenShift Container Platform 3.11.z 上不受支持。这仅限制了与基于端口转发和系统执行程序的事件监测相关的某些功能。
备注 2：Red Hat OpenShift Container Platform 4.x 和 Red Hat OpenShift Kubernetes Engine 4.x 具有滚动支持窗口，其中在任何给定时间均支持 3 个版本以及一个 OpenShift Container Platform Extended Update Support 版本。

5.1.2 Supported Browsers

Table 5.1.2 outlines the supported browsers for viewing the Red Hat Advanced Cluster Security web user interface and their associated support tier:

- **Tier 1** means the browser and operating system combination is tested and fully supported. Red Hat will work to resolve issues with Tier 1 browsers.
- **Tier 2** means the browser and operating system combinations are partially tested, and are likely to work. Limited support is provided for Tier 2 browsers.
- **Tier 3** means the browser and operating system combinations are not tested, but may work. Minimal support is provided for Tier 3 browsers.

5.1.2 受支持的浏览器

表 5.1.2 列明了可用于查看Red Hat Advanced Cluster Security网络用户界面及其相关支持级别的、受支持的浏览器：

- **一级**表示浏览器和操作系统的组合已经过测试并完全受支持。红帽将解决第 1 层浏览器的问题。
- **二级**表示浏览器和操作系统的组合已经过部分测试，并很可能可用。对二级浏览器提供有限的支持。
- **三级**表示浏览器和操作系统的组合未经过测试，但可能可用。对二级浏览器提供最低限度的支持。

Table 5.1.2

Support Tier	Supported Browsers
Tier 1	Google Chrome for Business; Mozilla Firefox version 82.0.2 (64-bit)
Tier 2	Microsoft Internet Explorer Edge version 44 and later for Windows and version 81 (Official build) (64-bit) for MacOS
Tier 3	Safari on MacOS (Mojave) version 14.0

表 5.1.2

支持级别	受支持的浏览器
一级	Google Chrome for Business、Mozilla Firefox 82.0.2 版 (64-bit)
二级	Microsoft Internet Explorer Edge 44 或更高版本（Windows）以及 81 版 (Official build) (64-bit)（MacOS）
三级	Safari on MacOS (Mojave) 14.0 版

5.2 Red Hat Advanced Cluster Security for Kubernetes Life Cycle

Support and updates (if and when available) are provided for Red Hat Advanced Cluster Security for Kubernetes versions up to six (6) months after their initial general availability, which typically corresponds to the previous nine (9) released versions (Y.X.Z.Q).

5.2 Red Hat Advanced Cluster Security for Kubernetes生命周期

Red Hat Advanced Cluster Security for Kubernetes版本在其首次正式发布后最多六（6）个月内提供支持和更新（如有），该等支持和更新通常对应之前的九（9）个发布的版本（Y.X.Z.Q.）。

This Exhibit 1.E. to Product Appendix 1 governs your use of TAM Services, Confirmed Stateside Support Subscriptions and Developer Support Subscriptions.

产品附录 1 的本附件 1.E. 适用于贵方使用 TAM 服务、确认的美国本土支持订阅和开发人员支持订阅。

1. Technical Account Management ("TAM") Service

The TAM Service is a Support Subscription that you may purchase in addition to your underlying Standard or Premium Software Subscription in order to receive enhanced Support. The TAM Service does not include support for (1) Self-support Software Subscriptions, (2) any Unit of Software (such as a System, Physical Node, Core, etc.) for which you do not have an active paid Software Subscription or (3) any Software Subscription for which support is provided by a Business Partner. When you purchase a TAM Service, you receive access to a Red Hat support engineer to provide you with (a) access to Red Hat's technology and development plans, including beta testing and bug/feature escalation, (b) weekly review calls, (c) up to two (2) on-site technical review visits per year for each full one year TAM subscription term, (d) up to four Support Contacts, (e) quarterly service performance metrics via the TAM electronic dashboard, and (f) a subscription to Red Hat's TAM monthly newsletter.

1. 技术客户管理 ("TAM") 服务

TAM 服务是一项支持订阅，除了基础的标准或高级软件订阅之外，贵方还可以购买该订阅来获得增强的支持。TAM 服务不包括对以下内容的支持：(1) 自助软件订阅，(2) 任何贵方不具备有效且已付费软件订阅的软件单元（如系统、物理节点、核心等）或 (3) 任何由商业伙伴提供支持的软件订阅。购买 TAM 服务时，Red Hat 支持工程师将为您服务，他们将向您提供 (a) Red Hat 的技术和开发计划，包括 beta 测试和错误/功能升级，(b) 每周一次的审核电话，(c) 在每个一整年的 TAM 订阅期内，每年最多进行两 (2) 次现场技术审查访问；(d) 最多四个支持联系人；(e) 通过 TAM 电子仪表板衡量季度服务性能指标；以及 (f) 订阅 Red Hat 的 TAM 每月新闻通讯。

Support Subscription	Unit Description
TAM Service Dedicated TAM Service TAM Extension	**Point of Contact:** a Red Hat associate whom you are authorized to contact to request support for a particular team, geography or Red Hat product line.

支持订阅	单位说明
TAM 服务 专用 TAM 服务 TAM 延伸	**联系人：**授权贵方在要求获得针对特定团队、地区或红帽产品系列的支持时可联系的红帽同事。

1.1 **TAM Service Coverage.** Each TAM Service Subscription will be limited to, a region, a customer team and/or a product line and will be listed in the Order Form. If not listed, the TAM parameters will be established upon the initiation of the TAM Service.

(a) **Regions:** North America, Latin America, EMEA, Asia-Pacific (excluding Japan, China and India), China, India or Japan.

(b) **Customer Team:** The customer team supported by the TAM, such as your development team, your system administration team, your support team, etc.

(c) **Red Hat Product Line:** The supported Red Hat product line, such as the Red Hat Enterprise Linux, Red Hat JBoss Application Services, Red Hat OpenShift Container Platform, Red Hat Storage, Red Hat Ansible or Red Hat Cloud product lines.

1.1 **TAM 服务范围。**每个 TAM 服务订阅将限于区域、客户团队和/或产品系列，并列示于订单中。如果未列示于订单中，则于 TAM 服务开始时确立 TAM 参数。

(a) **区域：**北美洲、拉丁美洲、中东、欧洲及非洲、亚太地区（不包括日本、中国和印度）、中国、印度或日本。

(b) **客户团队：**TAM 所支持的客户团队，比如贵方的开发团队、贵方的系统管理团队、贵方的支持团队等。

(c) **Red Hat 产品线：**受支持的 Red Hat 产品线，例如 Red Hat Enterprise Linux、ed Hat JBoss Application Services、Red Hat OpenShift Container Platform、Red Hat Storage、Red Hat Ansible 或 Red Hat Cloud 产品线。

1.2 **TAM Service Level.** The TAM Service is offered during local Red Hat Support Standard Business Hours as set forth at https://access.redhat.com/support/contact/technicalSupport.html (based on the physical location of the TAM representative).

1.2 **TAM 服务级别。**TAM 服务在 https://access.redhat.com/support/contact/technicalSupport.html 所列当地红帽支持标准工作时间内提供（根据 TAM 代表所处物理位置）。

1.3 **Dedicated TAM Service.** The Dedicated TAM Service is the assignment of a Red Hat resource dedicated to you for TAM Services.

1.3 **专用 TAM 服务。**专用 TAM 服务是分配给贵方的 TAM 服务的专用 Red Hat 资源。

1.4 **TAM Extension Service.** The TAM Extension Service is an extension of a Red Hat Enterprise Linux TAM Service to provide additional technical knowledge such as SAP implementations on Red Hat Enterprise Linux. The TAM Extension Service requires a separate active and paid standard TAM Service Subscription.

1.4 **TAM 延伸服务**。TAM 延伸服务是 Red Hat Enterprise Linux TAM 服务的延伸，以提供额外的技术知识，比如 Red Hat Enterprise Linux 上的 SAP 实施。TAM 延伸服务要求单独的有效且付费的标准 TAM 服务订阅。

1.5 Confirmed Stateside Support Subscriptions

Red Hat Software Subscriptions that are identified as Confirmed Stateside Support ("**CSS**") Service are Software Subscriptions that provide the applicable level of Support (Standard or Premium) in English via restricted, support resources in the

1.5 确认的美国本土支持订阅

确定为确认的美国本土支持（"**CSS**"）服务的红帽软件订阅是指下述软件订阅：通过在美国的受限支持资源，使用英语为红帽客户门户上的特定客户端帐户（"**CSS 客户端帐户**"）提

United States for a specific Client account on Red Hat Customer Portal ("**CSS Client Account**"). Each CSS Subscription will be limited to a specific CSS Client Account. All support requests for CSS Covered Subscriptions must be submitted to the Red Hat designated CSS support contacts. Client agrees to only submit CSS Support requests for Red Hat Software Subscriptions identified as CSS Subscriptions. The CSS Service does not include support for (i) Self-support Software Subscriptions, (ii) any instance of Software for which you do not have an active paid Software Subscription; or (iii) any Software Subscription for which support is provided by a Business Partner. When you purchase the CSS Subscription, you receive access to a Red Hat support group to provide you with:

供适用级别的支持（标准级或高级）。各 CSS 订阅将仅限于特定的 CSS 客户端帐户。关于 CSS 所涵盖订阅的所有支持请求都必须提交至红帽指定的 CSS 支持联系人。客户同意仅就确定为 CSS 订阅的红帽软件订阅提交 CSS 支持请求。CSS 服务不包括对以下内容的支持：(i) 自助软件订阅，(ii) 任何贵方不具备有效且已付费软件订阅的软件实例；或 (iii) 任何由商业伙伴提供支持的软件订阅。购买 CSS 订阅时，红帽支持小组将为您提供下述服务：

(a) Support accessed from the US and provided by US citizens;
(b) Logical and physical Client data separation from Red Hat's standard support systems for each CSS Client Account;
(c) Separate secured physical workspace for the CSS support personnel; and
(d) Triage based support to resolve known issues and create a sanitized support request ticket if escalation to standard non-CSS resources is required.

(a) 从美国访问及由美国公民提供的支持；
(B) 与红帽的各 CSS 客户端账户标准支持系统分开的逻辑和物理客户机数据；
(c) 单独的安全物理工作区，用于 CSS 支持人员；以及
(d) 基于会审的支持用于解决已知的位置，并且在需要升级到标准非 CSS 资源时，创建净化的支持请求票证。

1.6 Developer Support Subscriptions

1.6.1 Scope of Coverage. For certain Red Hat Products, Red Hat offers Developer Support Subscriptions. For each paid, active Developer Support Subscription, Red Hat will provide you with (a) access to the supported versions of the respective products through a Red Hat Portal; and (b) assistance for: (i) installation, usage and configuration support, diagnosis of issues, and bug fixes, but only for issues related to your use of such products for Development Use and (ii) advice concerning application architecture, application design, industry practices, tuning and application porting (collectively, "Developer Support"). Developer Support Subscriptions do not include support for (a) modified software packages, (b) wholesale application debugging or (c) software included in the Red Hat Extras repository, supplementary channels, preview technologies or software obtained from community sites. For Red Hat Application Services and/or Red Hat OpenShift Developer Support Subscription Developer Support is provided for up to one hundred (100) developers provided all support requests will be made by up to two (2) named Client contacts.

1.6.2 Red Hat Developer Support Subscription Levels. You may purchase Professional (two (2) business day response time) or Enterprise (four (4) Standard Business Hours response time) with web and phone support for an unlimited number of requests for Red Hat Storage Developer Support Subscriptions.

1.6 开发人员支持订阅

1.6.1 服务范围。对于某些红帽产品，红帽提供开发人员支持订阅。对于每个付费的、有效的开发人员支持订阅，红帽将为贵方提供 (a) 通过红帽门户访问有支持服务版本的相应产品；以及 (b) 提供以下方面的帮助：(i) 安装、使用和配置支持、问题诊断和漏洞修复，但仅限于与贵方将该等产品用于开发使用相关的问题；以及 (ii) 有关应用程序架构、应用程序设计、行业实践、调优和应用程序移植的建议（统称"开发人员支持"）。开发人员支持订阅不包括对以下内容的支持：(a) 被修改的软件包；(b) 批发应用程序调试；或 (c) Red Hat Extras 储存库、补充频道中包含的软件、预览技术或从社区网站获得的软件。对于 Red Hat Application Services 和/或 Red Hat OpenShift Developer Support Subscription，最多为一百 (100) 名开发人员提供开发人员支持，前提是，所有支持请求都将由不超过两 (2) 名指定的客户联系人提出。

1.6.2 红帽开发人员支持订阅级别。对于 Red Hat Enterprise Developer Support 订阅，贵方可购买带有网络和电话支持的专业级（响应时间为两 (2) 个工作日）或企业级（响应时间为四 (4) 个标准工作小时），以获得不限次数的请求。